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

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

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

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☒ WakeMed Hospital Board of Directors**Please select your third Board preference: \***

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

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

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☒ Human Services Board**Please select your sixth Board preference: \***

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☒ Planning Board

---

Jon

First Name

---

C

Middle Initial

---

Byers

Last Name

---

4508 Pike Rd

Street Address

---

Suite or Apt

---

Raleigh

City

---

NC

State

---

27613

Postal Code

**What district do you live in?**

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☒ District 7

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Mobile: (828) 702-4532

Primary Phone

---

Home: (828) 702-4532

Alternate Phone

---

jonbyers@outlook.com

Email Address

---

UNspecified, LLC

Employer

---

Dir., Product and Client Success

Job Title

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

☐ Yes ☒ No

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

☒ Raleigh

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## Interests & Experiences

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

In reference to my primary choice of Wake County Nursing Home Advisory Board, I have worked primarily in the healthcare IT industry since beginning my career. In that time, nursing home and assisted living conditions became a strong interest as I travelled the country, visiting different facilities. I saw the good and the very sad. I am hoping to give in some way to an area my career hasn't in recent years. Additionally, I feel my many years of experience in Health IT, with exposure to Nursing Home, Assisted Living, Hospital and Private Practices, I have a broad level of experience with these specific care verticals.

## Work Experience

See attached résumé.

## Volunteer Experience

Raleigh Little Theatre - Properties Manager - 2005-2009

## Education

Villanova University - Human Resource Management Master Certification  
Purdue University- Paralegal Master Certification

## Comments

[Jon-Byers.pdf](#)

Upload a Resume

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

Please upload a file

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## Demographics

  
Date of Birth

Gender \*

☒ Male

Ethnicity \*

☒ Caucasian

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Other

How did you become aware of Wake County volunteer opportunities?

☒ Other

If you selected "Other" above, how?

I have long known of community advisory boards, and was selected for the Bumcombe Co. Nursing Home Advisory Board in 2013, unfortunately we were compelled to relocate before I was able to effectively contribute.

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Please upload a file

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## ETHICS GUIDELINES FOR COUNTY ADVISORY BOARDS AND COMMISSIONS

### 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 which are found at the link below.

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

# Jon Byers

**Agile-minded and service-focused professional, with a passion for helping teams manage change & build customer-friendly, value-driven services and product offerings.**

Raleigh, NC 27613

[jon.c.byers@gmail.com](mailto:jon.c.byers@gmail.com)

828-702-4532

Skillset: "Swiss Army Knife" for growing organizations. Client success, business analyst, project/program/product management, system implementation, C-level/decision-maker relationship-building, team management, change management, process improvement, system analysis, training.

Authorized to work in the US for any employer

## Work Experience

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### **Product and Client Success Lead**

UNspecified, LLC - Durham, NC

July 2018 to Present

- Client & Product Manager/Scrum Master on Healthwise-integrated healthcare content delivery project, focused on patient education and MU3 compliance.
- Ensure solutions deliver value and delightment to clients through clear and consistent communications.
- Define requirements for systems and projects for development and support in cooperation with clients.
- Develop user stories, documenting business and functional requirements.
- Maintain product backlogs and determined story candidates for release, based on value, feasibility, and business / customer needs.
- Provide training and produce support materials for projects.
- Implementation of marketing campaigns, support material, point of sale and training materials.
- Tools: Trello, RealTimeBoard, Balsamiq, Twitter/TweetDeck, Google Analytics, Appetize.io

### **Product & Test Engineer**

IBM - Watson - Raleigh, NC

March 2016 to July 2018

- Worked closely with stakeholders to document and translate business requirements into Acceptance Criteria and User Stories that enhance product quality and functionality.
- Collaborated with Product Owners, Developers and QA in sprint planning meetings to determine what stories will be completed in upcoming sprints as well as effort estimation.
- Periodically demonstrated upcoming release features to internal and external stakeholders to ensure the team is on the correct path to completing quality deliverables for the release.
- Lead daily scrum meetings to understand current sprint progress and roadblocks, coordinating with team to hit their sprint commitments.
- Improve processes and procedures for Testing/QA and R&D groups as infrastructure improvement change agent.
- Tools: JIRA, Postman, Jenkins

## **Manager, Client Services & Delivery**

Community Care of North Carolina - Raleigh, NC

December 2014 to March 2016

- Built client services and training organization from “scratch”, developing all processes and procedures for effective support of seven (7) different clinical product lines.
- Excelled as a team-builder, consistently recognizing, building and rewarding success in others through leadership and quality training initiatives.
- Implemented JIRA Service Desk as an interim ticket management solution, followed by a complete Service Now implementation, as our comprehensive ticketing, CRM, sales management and project \program management tool.
- Tools: JIRA, ServiceNow

## **Sales Engineer**

MedAptus, Inc - Raleigh, NC

2014 to 2014

- Effectively developed and delivered product demonstrations via webinar, phone, recorded and live methods.
- Evangelized as an active and engaging representative of the company and its products to customers and at field events such as conferences, seminars, etc.
- Organized and responded to functional and technical elements of RFIs/RFPs.
- Analyzed customer feedback to identify underlying trends, system deficiencies and/or systemic problems.
- Tools: Twitter/TweetDeck, Google Analytics, AirServer

## **Account Manager**

Emdeon (Change Healthcare) - Asheville, NC

2013 to 2014

- Effective in delivering reduced client costs and increasing claim reimbursement rates, through analysis of business behaviors, identification of cost savings and development of strong industry partnerships with large health organizations and national retail pharmacy accounts.
- Managed implementation of new service “add-ons” and market expansion efforts.
- Collaborated with clients to gather business requirements, drive multi-department project phases, supervise testing, and provide regular verbal/written status reports/toll-gates.
- Successfully identified, qualified, presented and closed “up-sell” opportunities.

## **Director, Client Services & Delivery**

DocSite, LLC - Raleigh, NC

2009 to 2012

- Responsible for the entire client services process, including Implementation, Delivery, EDI and Customer Care.
- Managed team of seven, including 2 Project Managers, 2 EDI Analysts, 1 Clinical Analyst and 2 Jr. Client Managers.
- Directed account turn-around for \$2.5-million-dollar client; transitioning account from litigation and claims of contract breach to our most reference-able and satisfied client.
- Reduced average client implementation time of 12 months down to less than 8 weeks.
- Responsible for implementation and enhancement request portfolio management; quantifying budget, risk management, and strategic alignment impact.

- Drove cloud-based (SaaS) solution implementations as Program Manager, directing efforts of Contracting, Sales, Project Management, Development, EDI and Training.
- Defined, negotiated and authored RFP/RFI responses, contracts and SOWs to ensure clear scope and outcome expectations.

**EDI / Interface Manager**

Burt's Bees, Inc - Durham, NC  
2008 to 2009

**EDI Implementation Manager**

AllScripts - Raleigh, NC  
2007 to 2008

**Client Services / Process Improvement Analyst**

AllScripts / Misys - Raleigh, NC  
2002 to 2007

**Director, Client Services**

PurchasingFirst - Columbus, OH  
1999 to 2001

**Client Services Manager**

Accu-Med - Milford, OH  
1996 to 1999

## Education

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**Master Certification in Paralegal Studies**

Purdue University-Main Campus  
2011

**Master Certification in Human Resource Management**

Villanova University  
2009

**Other**

## Skills

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PRODUCT MANAGEMENT (2 years), TEAM MANAGEMENT (10+ years), SYSTEM ANALYSIS (10+ years), TRAINING (5 years), PROCESS IMPROVEMENT (5 years), Business Analysis (10+ years)

## Certifications/Licenses

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**Customer Service Management - NC State University**

2009 to Present

**HIPAA Certified (numerous)**

**Six Sigma - Healthcare - White Belt Certification**

**Six Sigma - White & Green Belt Certification**

#### Additional Information

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- Buncombe County Nursing Home Community Advisory Committee - 2013
- Raleigh Little Theatre - Properties Manager 2005-2009
- WellKeepers - Board Member - 2016-2017

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

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

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

---

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

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

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

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

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☒ None Selected

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Faviola

First Name

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A

Middle Initial

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Cagle

Last Name

---

1313 Kintyre Circle

Street Address

---

Suite or Apt

---

Raleigh

City

---

NC

State

---

27612

Postal Code

**What district do you live in?**

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☒ District 7

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Mobile: (919) 414-9363

Primary Phone

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Mobile: (919) 414-9363

Alternate Phone

---

falcmnsn@protonmail.com

Email Address

---

None

Employer

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Job Title



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

☐ Yes ☒ No

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

☒ Raleigh

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## Interests & Experiences

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

As a retired gerontological nurse practitioner, I hope to continue to assist the elderly and their families and would like to do so as a volunteer.

## Work Experience

Gerontological nurse practitioner Registered nurse in rehabilitation and oncology/hospice

## Volunteer Experience

Minor emergency medical center while in college

## Education

BS in biology 1996, Northeastern State University, Tahelquah, OK; Bachelor of science in nursing 2001, University of Tulsa; Master of science nursing 2005 Duke University

## Comments

[Cagle CV.pdf](#)

Upload a Resume

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

Please upload a file

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## Demographics

  
Date of Birth

Gender \*

☒ Female

**Ethnicity \***

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☒ Hispanic

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**Other**

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

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☒ County Website

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

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Please upload a file

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

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

# Faviola Cagle

Retired Gerontological Nurse Practitioner

**Phone:** 919-414-9363

**E-mail:** falcmsn@protonmail.com

Having previously practiced as a Geriatric Nurse Practitioner and a Registered Nurse, I retired from practice in 2011 to be a full-time caregiver for my mother who had a double lung transplant and to be a full-time mother. I have an ongoing interest in medical issues and particularly in elder care.

## Experience

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- |                   |   |
|-------------------|---|
| 06/2006 – 12/2006 | <b>Geriatric Nurse Practitioner</b><br>Carver Living Center (Durham, NC) <ul style="list-style-type: none"><li>• Provided medical care to nursing home residents.</li><li>• Collaborated with physician / Medical Director.</li></ul>                   |
| 08/2002 – 07/2003 | <b>Registered Nurse</b><br>Wake Med Rehabilitation Hospital <ul style="list-style-type: none"><li>• Provided nursing care to patients needing rehabilitation</li><li>• Provided post-knee replacement and post-hip replacement care.</li></ul>          |
| 06/2001 – 06/2002 | <b>Registered Nurse</b><br>St. John's Medical Center (Tulsa, OK) <ul style="list-style-type: none"><li>• Provided nursing care to oncology, hospice, and medical surgical patients.</li><li>• Prepared and administered cytotoxic treatments.</li></ul> |

## Education

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- |                   |   |
|-------------------|---|
| 08/2003 – 05/2005 | <b>MSN in Nursing, Duke University</b> <ul style="list-style-type: none"><li>• Class and clinical education for preparation of Gerontological Nurse Practitioner licensure.</li></ul> |
| 08/1998 – 05/2001 | <b>BSN in Nursing, University of Tulsa</b> <ul style="list-style-type: none"><li>• Graduated Cum Laude</li><li>• President, Tulsa University Student Nurse Association</li></ul>      |
| 08/1991 – 07/1996 | <b>BS in Biology, Northeastern State University</b> <ul style="list-style-type: none"><li>• Orchestra Scholarship</li></ul>   |

## Certifications / Licensures

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- |         |   |
|---------|---|
| 05/2006 | Gerontological Nurse Practitioner (expired) |
| 06/2002 | Registered Nurse – NC (expired)             |
| 05/2001 | Registered Nurse – OK (expired)             |
| 01/2001 | Licensed Practical Nurse – OK (expired)     |

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

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☒ Population Health Task Force**Please select your third Board preference: \***

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☒ WakeMed Hospital Board of Directors**Please select your fourth Board preference: \***

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☒ Wake Technical Community College Board of Trustees**Please select your fifth Board preference: \***

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

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☒ Criminal Justice Partnership Advisory Board

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Gustavo

First Name

---

Fernandez

Last Name

---

12221 Old Creedmoor Rd

Street Address

---

Suite or Apt

---

Raleigh

City

---

NC

State

---

27613

Postal Code

**What district do you live in?**

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☒ District 6

---

Home: (919) 847-3229

Primary Phone

---

Home: (919) 830-8887

Alternate Phone

---

gustavoneuling@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

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## Interests & Experiences

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

I am fully retired from State Government Service. I am very interested in health care and criminal justice both because of educational and professional experience. I am seeking volunteer opportunities in the area.

## Work Experience

I was Director of the NC State Center for Health Statistics. In 25 years of service I spent 17 years in Mental Health and 9 years in Public Health. I also taught Criminal Justice at UNC/CH as a part time instructor for over 10 years. I was also a probation and parole officer and have worked in both state and federal prisons.

## Volunteer Experience

I currently volunteer with Heartland Hospice in Wake County. Have also done one day volunteer in various fund raising events for Pediatric Brain Cancer, Bleeding Disorders, and other disabilities. In past I volunteer one on one with a patient with advanced MS.

## Education

I have a doctorate in Sociology from UNC/CH with specialty in criminal justice, medical sociology, and statistics.

## Comments

I am 74 years old and would like to do time limited volunteer using my experience and education and interests

[VITAGF\\_June\\_2015.doc](#)

Upload a Resume

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

Please upload a file

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## Demographics



Date of Birth

**Gender \***

☒ Male

**Ethnicity \***

☒ Hispanic

---

**Other**

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

☒ County Website

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

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Please upload a file

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

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

## **CURRICULUM VITAE**

**Gustavo Antonio Fernandez**

<b>Home Address:</b>	<b>12221 Old Creedmoor Rd. Raleigh, NC 27613</b>
<b>Phone numbers:</b>	<b>(919) 847-3229 (Home) email: gustavoaf@aol.com</b>
<b>Birthplace:</b>	<b>Santiago de Cuba, Cuba</b>
<b>Citizenship:</b>	<b>Naturalized U.S. Citizen.</b>
<b>Education:</b>	
<b>1968 B. S.</b>	<b>Louisiana State University Baton Rouge, Louisiana</b>
<b>1973 M. A.</b>	<b>Memphis State University Memphis, Tennessee</b>
<b>1979</b>	<b>Ph. D. University of North Carolina Chapel Hill, North Carolina</b>
<b>Areas of Interest: Policy and</b>	<b>Medical Sociology-Health Services Program Evaluation in Health Methodology-Statistics Crime and Delinquency-Deviance, Correctional Philosophy</b>

## **Professional Experience: Program Evaluation and Research**

**November 2005-Present. Senior Consultant for Program Evaluation, North Carolina Division of Rural Health and Community Care. Supervise, coordinate and lead program evaluation work for initiatives in the Medicaid managed care program. Community Care provides health care for over 750,000 patients in Medicaid and seeks to enhance access and quality of care to this population. Specific initiatives with program evaluation components include: Mental Health Integration, Chronic Pulmonary Disease, Asthma, and Diabetes. Additionally, has written multiple reports measuring impact of integrated care initiatives, colocation of behavioral health services with primary care practices, and Return on Investment for selected sites providing health services to the uninsured. Other duties include ensuring sound evaluation research design, appropriate instrumentation and statistical testing, and analysis and presentation of data to non-technical and clinical audiences to determine cost effectiveness and longitudinal progress.**

**July 2012-Present—Strategic Performance Planner for Community Care of North Carolina (CCNC). Duties include monitoring program evaluation of First in Health program servicing managed care practices to employees of Glaxo, Smith, Kline, carrying an evaluation on the effectiveness of call center in CCNC with goal of reducing non-emergent visits to Emergency Departments (ED), and assisting with implementing predictive modeling computations for a shared savings care management in Medicaid practices in Arkansas.**

**May 2010-August 2010- Senior Consultant with State Center for Health Statistics, Division of Public Health. Short term work to assist SCHS in formulating specifications for creating electronic automation of birth certificates for the state of NC. Involved in meeting with contracted vendor and coordination of effort with Division of Information Resource Management (DIRM) to ensure proper compliance with terms of contract.**

**March 2009-August 2009- Director of Informatics Center for the North Carolina Community Care Networks, Inc. (NCCCN). A temporary assignment when former Director left. Had responsibility for developing and implementing the infrastructure for the maintenance and integration of all Medicaid administrative data alongside overseeing the procurement and acquisition of all necessary hardware and software needed to integrate Medicaid data with Medicare data for dual eligibles and bringing into the**



**Center the Case Management System (CMIS) used to manage the care of 950,000 patients enrolled in Medicaid. Hired 15 FTEs in the areas of data base management, business analysis and analyst processors, developers as well as statisticians and data analysts to carry out the needed research and evaluation functions mandated by law to be discharged by NCCCN, Inc.**

**January 2008-September 2008. North Carolina Interim State Registrar and Director of Vital Records. A temporary assignment to lead the North Carolina Vital Records Office while permanent Director was out on disability. Directs all aspects of records registration, maintenance, and issuance for births, deaths, marriages, and divorces in North Carolina. Ensures compliance with state and federal statutes, oversees that security and confidentiality are maintained and manages the upkeep of over 24 million paper documents alongside microfilm libraries which store all vital events in the state. Coordinates the work of more than 70 employees engaged in financial, administrative, technological, and customer service who respond directly to over 180,000 yearly requests for certified records.**

**February 2002-October 2005. Director of the State Center for Health Statistics (SCHS) in North Carolina. Provided leadership for developing public health information in accordance with federal and state requirements. Coordinated the work of the Central Cancer Registry, the Birth Defects Monitoring Program, and Geographical Analysis. Managed the implementation of technology to assist the efficient and effective distribution of data pertaining to the health of North Carolinians, including creating a query system for web dynamic data system (WDDS) within the SCHS web site. Developed and implemented cooperative agreements with other agencies such as the National Center for Health Statistics to deliver essential Vitals Statistics data. Oversaw management of contracts, grants, surveys, secondary data, and publications dealing with health statistics.**

**June 1999-February 2002. Manager of the Health Services Analysis Team in the State Center for Health Statistics. Lead and direct a team of 3 statisticians in creating and developing a Program Evaluation structure to measure effectiveness of Medicaid Managed Care programs in NC. Implemented a research and analytic capacity in the SCHS and built sound research designs by mining data from many sources in Public Health, such as Vital Statistics, Health Choice, Medicaid, and Hospital Discharges. This Unit worked in cooperation with the Office of Research,**

**Demonstrations, and Rural Health Development and the Division of Medical Assistance both of which contributed positions to the Team.**

**1992- 1999 Head of Program Evaluation Branch in the Willie M. Section of the Division of Mental Health, Developmental Disabilities and Substance Abuse Services. Headed the efforts of the Section to measure progress of clients (children who had been identified as being assaultive and having serious emotional and mental impairments) and directed evaluation efforts using outcome and process measures to study and analyze various aspects of the children's progress. This involved managing staff as well as carrying out analysis, manipulating data, and writing reports and presentations.**

**1991-1992        Senior Program Evaluator in Division of Mental Health, Developmental Disabilities, and Substance Abuse Services. After Reduction in Force in Division dissolved the old Evaluation Branch, I had Division wide responsibilities for assisting the three disabilities in designing, implementing, analyzing, and reporting research activities. I also provided technical assistance regarding computer programming (SAS), statistical questions, and making informed policy decisions.**

**1990-1991        Coordinator of the Research and Evaluation Unit for the Division of Mental Health, Developmental Disabilities, and Substance Abuse Services in North Carolina. In addition to conducting evaluation activities, I supervised two professional and two part time research assistants to do research and evaluation for the Division, including grant management of programs involved in the treatment and care of the three disabilities represented by the Division.**

**1985-1990        One of two Senior Program Evaluator for the Division of Mental Health, Developmental Disabilities, and Substance Abuse Services in North Carolina. The position required designing, implementing, monitoring, and reporting on evaluation efforts which dealt with the treatment and care of the three disabilities represented in the Division.**

**1982-1985        Evaluator of the Willie M. Program in the Division of Mental Health in North Carolina. This job required the analyses of a complex data base using high level computer language (SAS) in order to find out if the programs designed for these violent and assaultive children were cost effective. I provided reports to the Legislature and to the Review Panel showing statistical and substantive findings regarding the impact of the Willie M. program on the children. About 50% of this job entailed**

**writing computer programs to extract and analyze information pertinent to the evaluation.**

**1979-1981      Post Doctoral Fellow in the Research Training Program in Mental Health at Duke University Medical Center (Department of Psychiatry). Completed research tying prisoners well being and behavior with the organizational development of the Butner Federal Correctional Institution. Emphasis was placed on cross-training between psychiatric residents and social scientists while stressing sound and rigorous methods of inquiry.**

**1979-1981      Visiting Scholar in the Department of Sociology at the University of North Carolina in Chapel Hill. Funded by a two year grant from the U. S. Bureau of Prisons to complete data analysis begun during Butner project with the Institute for Research in Social Science.**

**1976-1979      Research Associate with Institute for Research in Social Science. Work involved the coordination of contract research designed to evaluate specific implementations of correctional programs at the Federal Correctional Institution at Butner, N.C. The tasks included supervising a Research Assistant who conducted interviews and observations within the prison, analyzing data to present to the Principal Investigator, serving as liaison between the evaluation research team and the prison authorities, observing and documenting developments relevant to the research tasks.**

**1974          Consultant to National Laboratories for Higher Education. The research required selecting and analyzing studies for possible use by "in-house" research teams in small colleges.**

**1973          Head evaluator and analyst for Project First Offender in Memphis, Tennessee. This job consisted of doing statistical analysis measuring the effectiveness of the Project.**

**1972          Researcher for a systems analysis of resource allocation and communication flow within the Shelby County Penal Farm in Memphis.**

## **Professional Experience: Teaching**

**1998-1999**      **Lecturer in the Public Administration Program at the University of North Carolina in Chapel Hill. Teaches Masters level course on Program Evaluation.**

**1981-1994**      **Lecturer in the Administration of Justice Curriculum at the University of North Carolina. Teaching one course per semester on Correctional Policy and Practice.**

**1980-1982**      **Visiting Assistant Professor at Guilford College. Taught Criminology, Research Methods, Prison Reform, Organizational Development, and Ethics.**

**1974-1976**      **Teaching Assistant at the University of North Carolina. Taught six Introductory Sociology and eight Crime and Delinquency courses.**

**1971-1973**      **Teaching Assistant at Memphis State University. Taught six Introductory Sociology courses, one Elementary Statistics course, and two Elementary Statistics labs.**

## **Professional Experience: General**

**2004-2005** **Scholar in the Southeast Public Health Leadership Institute (SEPHLI). Graduated in December 2005 after successfully completing all requirements and finishing the development of a web dynamic data system (WDDS) that allowed web users to exploit health data more efficiently and with greater flexibility.**

**1986-1996** **Member of Executive Staff for Southern Regional Conference on Mental Health Statistics. This Conference takes place every year in New Orleans and is an avenue for presentation of research findings in the area of mental health policy and administration.**

**1993** **President of the Southern Regional Conference on Mental Health Statistics.**

**1991-1992**      **Secretary/Treasurer of the Southern Regional Conference on Mental Health Statistics.**

**1992**      **Member of the NIMH team visiting San Marcos, Texas to determine continuation of funding for the Institute for Hispanic Studies at South West University.**

**1987-1991**      Member of four separate Initial Review Groups for NIMH. These groups review grant proposals for potential approval. The groups met in 1987, 1989, 1990 and 1991. The groups reviewed proposals to train health practitioners in the issues of depression and mental illness.

**1988-1989**      Worked under the auspices of an Inter-Governmental Agreement between North Carolina and the U.S. Department of Justice interviewing Cuban detainees who rioted in federal prisons in November 1987. From this effort, I have written a Chapter describing and detailing the riots. The Bureau of Prisons will incorporate the Chapter into a book that will be published soon.

**1980-1982**      Consultant with the U.S. Bureau of Prisons regarding the Cuban detainees incarcerated in federal prisons. The work involved on-site visits of the prisons (primarily the U.S. Penitentiary in Atlanta) and advising the Bureau on management strategies about how to deal with the refugees.

**1969-1971**      Probation and Parole Counselor. Department of Corrections, State of Louisiana. Supervised adults placed on probation or out on parole and worked with community agencies to help these people. Had responsibility for conducting and completing pre-sentence investigations for the Courts and pre-parole investigations for the Parole Board.

**1968-1969**      Classification and Parole Counselor. Louisiana State Penitentiary. Responsible for interviewing monthly all inmates eligible for parole, assessing and reviewing their institutional records, and presenting a summary recommendation to the Parole Board.

## **Computer Skills:**

**Have used SAS since 1977 almost on a continuous basis. I have used both mainframe and SAS 8.12 for microcomputers. I have learned the DRIVE System for analyzing Medicaid data. I also learned the use of proprietary software developed by CODMAN Inc. for Rural Health. This software has the primary purpose of analyzing provider profiles using a risk adjusted procedure.**

**In working with Health Choice data, I learned to work with data in multiple platforms. Also used SPSS before SAS. Have taken MACRO course at SAS Institute and have written fairly complex application programs which could be made available on request. Have used SAS GRAPH for special reports. Have taken SQL course from SAS Institute.**

**At Memphis State University I was special consultant to the faculty on how to write computer programs (FORTRAN and BMD) to assist with their statistical analyses.**

**Since 1994 I have replaced previous software with MICOROSOFT OFFICE under a Windows environment. This includes extensive knowledge of MS WORD, EXCEL, and POWERPOINT. I have also used MAPINFO for mapping needs. I am very familiar with the entire Microsoft Package Office 2000. I took a one day course on Microsoft ACCESS in September 2001.**

**I have worked with data bases that require familiarity with tape management, allocation of disk space, ability to merge and analyze data stored in different structures (OS and VSAM files and DB2 files) and interfacing with mainframe(IBM 9021) in a TSO environment. This includes use of SQL language as well as conversion of data structures for different platforms and applications. We have a SAS warehouse that allows for direct queries of data base through the micro interface and I am quite familiar with its use.**

**I am able to move data between applications (e.g., SAS to EXCEL and viceversa) and also between environments depending on the most functional needs for analyses.**

**Foreign Languages: Spanish (fluent)**

## **Publications and Papers:**

**"Socio-demographic analysis in admission of guilt among juvenile parolees." Paper read at the Southwestern Sociological Association meeting in San Antonio, Texas, Spring, 1972.**

**"Strong statistics vs. weak measurement." Paper read at the Southwestern Sociological Association meeting in Dallas, Texas, Spring, 1973.**

**Book review of Crime Prevention Through Environmental Design by C. Ray Jeffrey, Social Science Quarterly, June, 1973.**

**"The use of strong statistics on weak levels of measurement: An analysis of the measurement independent school." Master Thesis presented and approved for completion of Masters Degree in Sociology at Memphis State University.**

**"Prisons: Contemporary Problems." Book essay written with Darnell Hawkins. Public Administration Review 28: 497-500 (Sept.-Oct., 1978).**

**"Crime and Corrections in North Carolina." A commentary that appeared in the Institute for Research in Social Science Newsletter 64: 13 (January 1979).**

**"Prisons: Change and Policy-The case of Butner." Paper read at the Academy of Criminal Justice Sciences meeting, March, 1979.**

**"Pre-institutional and institutional factors affecting prisoner behavior in prisons." Dissertation presented for Ph. D. requirement in Sociology at the University of North Carolina. Summer, 1979.**

**"The social structure of the medical model of madness and the physician's role." Published in Psychiatry 44: 241-252 (August 1981).**

**"Towards a more useful prisoner typology." Read with Ken Hardy at the American Society of Criminology in Washington, D.C., November, 1981.**

**"Cuban detainees in American prisons: A cultural approach." Presented to the Bureau of Prisons for completion of study on the problem of Cuban immigrants incarcerated in the U.S. 1982.**

**"Butner FCI: History and Policy." A report submitted to the U.S. Bureau of Prisons in 1979 as fulfillment of contract with the University of North Carolina.**

**"On the non-randomness nature of being labeled appropriate." A paper presented to the Willie M. Review Committee evaluating the progress of the children by using canonical and discriminant analysis.**

**"State Response to litigation in the field of mental health: The North Carolina case." Paper read at the Southern Regional Conference on Mental Health Statistics in New Orleans. October 1986.**

**"Making Unit Cost Reimbursement Work: The North Carolina Case." Paper read at the Southern Regional Conference on Mental Health Statistics in New Orleans. October, 1987.**

**"Characteristics of certified Willie M. class members" Paper read at the NIMH Conference on Aggressive and Assaultive Youth in Durham, NC. May 1987. To be published in the proceedings of the conference.**

**"Analysis of Services provided to Willie M. Class Members". Paper presented at the NIMH Conference on Aggressive and Assaultive Youth in Durham, NC. May 1987. To be published in the proceedings of the conference.**

**"Case Management and the Willie M. Program in North Carolina". Paper read at the Southern Regional Conference for Mental Health Statistics in New Orleans. October 1988.**

**"The View from the Inside: Cuban Detainees and the Oakdale and Atlanta Riots." A Chapter written for a book describing the riots in those two federal prisons. January 1989.**

**"Linking Data Bases: An Example using the North Carolina Involuntary Outpatient Commitment Experience". Paper presented at the Southern Regional Conference for Mental Health Statistics in New Orleans. November 1989.**

**"Involuntary Outpatient Commitment and its Impact on Institutionalization Rates". Gustavo A. Fernandez. Hospital and Community Psychiatry. 41: 1001-1004. (September 1990).**



**"Arrests Among Emotionally Disturbed Violent and Assaultive Individuals Following Minimal Versus lengthy Intervention Through North Carolina's Willie M. Program" John R. Weisz, Bernadette R. Walter, Bahr Weiss, Victoria Mikow, and Gustavo A. Fernandez. Journal of Consulting and Clinical Psychology. 58: 720-728. 1990.**

**"Correctional Evolution in the Bureau of Prisons: An Overview." Presented at the Centennial Conference on the Foundation of the U.S. Bureau of Prisons at the Smithsonian Institution in Washington, D. C. March 1991.**

**"Findings from the Involuntary Outpatient Commitment Evaluation in North Carolina". Read at the Research Conference of the National Association of State Mental Health Directors in Washington, D.C. October, 1991.**

**"Differential Prediction of Young Adult Arrests for Property and Personal Crimes: Findings of a Cohort Follow-up Study of Violent Boys from North Carolina's Willie M. Program". John R. Weisz, Sandra L. Martin, Bernadette R. Walter and Gustavo A. Fernandez. Journal of Child Psychology and Psychiatry. Vol 5: 783-792. 1991.**

**"New Correctional Challenges in the Bureau of Prisons". Keynote speech at the opening of the new Federal Correctional Camp at Butner. October 1991.**

**"Evaluation of Involuntary Outpatient Commitment in North Carolina". Published as fulfilling the requirements for an internal evaluation under the auspices of the Division of Mental Health, Mental retardation, and Substance Abuse Services. June 1992.**

**"Summary of Appropriateness Survey." Internal paper produced for the Willie M. Section in the North Carolina Department of Human Resources. November 1994.**

**" Summary of Findings from Pilot Sites: Results of Outcome Measures Study." Internal Document produced for the Willie M. Section in the North Carolina Department of Human Resources. August 1995.**

**"How to Develop Simple Outcome Measures." Paper presented at the North Carolina Clinical Update Conference in Southern Pines, NC. September 1995.**

**"Preliminary Summary of Three Administrations Using Simple Outcomes Measures." Internal paper produced for the Willie M.**

**Section in the North Carolina Department of Human Resources.  
November 1995.**

**“Results from the Assessment and Outcome Instrument.” Paper presented at the North Carolina Clinical Update Conference in Southern Pines, NC. September 1996.**

**“Data on Values and Utility of Mental Health Outcome Measures.” Paper presented at the 38th Southern Regional Conference on Mental Health Statistics in New Orleans. September 1996.**

**“Summary of Findings From the First Administration of the Willie M. Assessment and Outcome Instrument (AOI) and From the First Three Administrations of the Willie M. Checklist. ” Publication Distributed in the NC Department of Human Resources. March 1997.**

**“ Results from Outcome Measures on the level of Functioning among the Willie M. Class Members”. Presented at the First Annual Conference on Innovations and advances in the Treatment of Aggressive Youth in Charlotte, North Carolina. March 1997.**

**“How to Use Outcome Data for System Performance Monitoring.” Presented at the Shepps center in chapel Hill as part of the Seminar Series on Violent and Aggressive Youth. November 1997.**

**“Program Evaluation: A Gentle Introduction” Presented at the Department of Health and Human services for Mid-Level Managers. Raleigh, NC. January 1998.**

**“A Summary of the Willie M. Aged Out Study.” Presented at the Second Annual Conference on Innovations and Advances in the Treatment of Aggressive Youth in Charlotte, NC. March 1998.**

**“How to Use Outcome Data for Clinical and Management Issues”. Presented at the “What Works? Cost Effective Practices, Treatment Tools and Outcome Measures for Serving High-Risk Youth and Their Families. Sponsored by the Albert E. Trieschman center. Cambridge, MA. March 1998.**

**“Resiliency Theory and Outcome Data: Their Utility in the Willie M. World”. Presented at the National Conference of A System of Care for Children’s Mental Health: Expanding the Research Base. Sponsored by University of South Florida. Tampa, FL. March 1998.**

**“The Uses of Outcome Measures for Clinical and Administrative Practices: The Willie M. Experience in North Carolina”. Presented at**

**the Volunteers of America's Mental health Institute. Lafayette, LA. May 1998.**

**"Recent Data from Willie M. Aged Out Study". Presented at the University of North Carolina Seminars on Violence and Aggressive Youth. Chapel Hill, NC. June 1998.**

**"Educational Progress in a Population of Youth with Aggression and Emotional Disturbance: The Role of Risk and Protective Factors". Written in Collaboration with J. Eric Vance and Melissa Biber. Journal of Emotional and Behavioral Disorders 6: 214-221 Winter 1998.**

**"To Know or Not to Know: Our Knowledge of the Willie M. Program". Presented at the Third Annual Conference on Innovations and Advances in the Treatment of Aggressive Youth. Charlotte, NC. March 1999.**

**"Longitudinal Analysis involving Hospital Admissions and Emergency Rooms Visits for Medicaid Systems of Care in NC". Presented to ACCESSII/III Advisory Committee. May 2000.**

**"Longitudinal Analysis of patients with Diabetes: A Comparison between two Systems of Care." Presented to ACCESSII/III Advisory Committee. October 2000.**

**"Covering Kids Project: Baseline and Impact of Business Initiative in Buncombe County to Recruit Children for Health Choice and Health Check." Paper presented as part of Robert Wood Johnson Grant to the Office of Research, Demonstrations, and Rural Health Development. February 2001.**

**Vance, J. E., Bowen, N. K., Fernandez, G., Thompson, S. (2002) Risk and Protective Factors as Predictors of Outcome in Adolescents with Disorders of Aggression. Journal of the American Academy of Child and Adolescent Psychiatry, 41: 36-43.**

## **REFERENCES**

**Torlen Wade  
Executive Director  
North Carolina Community Care Networks, Inc.  
(919) 733-2040**

**Paul Buescher, Ph. D.  
Director  
State Center for Health Statistics  
1908 Mail Service Center (Cotton Building)  
Raleigh, NC 27699-1908  
(919) 715-4478**

**Marcus Plescia, MD  
Chief  
Chronic Disease and Injury Section  
Division of Public Health  
1931 Mail Service Center  
Raleigh, NC 27699-1931  
(919) 707-5203**

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

---

Adult Care Home Community Advisory Committee: Submitted  
Greater Raleigh Convention and Visitors Bureau: Submitted  
Library Commission: Submitted  
Nursing Home Community Advisory Committee: Submitted  
Wake Technical Community College Board of Trustees: Submitted  
Commission For Women: Submitted

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

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☒ Commission for Women

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

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☒ Nursing Home Community Advisory Committee

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

---

☒ Greater Raleigh Convention and Visitors Bureau

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

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☒ Adult Care Home Community Advisory Committee

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

---

☒ Wake Technical Community College Board of Trustees

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

---

☒ Library Commission

Irina

First Name

Kozlova

Last Name

Middle Initial

8518 Eden Park Drive

Street Address

Suite or Apt

RALEIGH

City

NC

State

27613

Postal Code

**What district do you live in?**

---

☒ District 7

Mobile: (704) 907-5955

Primary Phone

Home: (704) 907-5955

Alternate Phone

ikozlova333@gmail.com

Email Address

Advance Auto Parts

Employer

Sr. Financial Analyst

Job Title

---

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

☐ Yes ☒ No

---

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

☒ Raleigh

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## Interests & Experiences

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

I am looking for opportunities to serve local community with my relentless drive for continuous improvement. My work experience and knowledge in areas of operational efficiency, finance and business transformation can be very beneficial for the boards. Being recognized as a top performer at work, I want to add purpose and meaning to my life through volunteering and giving back. It will be an honor to join Wake county boards.

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## Work Experience

2017 - Present - Sr. Financial Analyst, Advance Auto Part Headquarters, Raleigh, NC. Along with FP&A responsibilities for 40+ warehouse facilities across US, I am a part of business transformation group that drives financial and operational efficiency in the company. 2017- 2014 - Analytics Manager, Kuehne-Nagel Raleigh NC. Responsible for developing and implementing analytics strategy for operational and financial performance of company's customers to improve productivity and operational KPIs. 2011 - 2014 - Financial Analyst, Kuehne-Nagel, Raleigh NC. Performed financial analysis to track , report and improve company operations.

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## Volunteer Experience

During my tenure at Kuehne- Nagel, I was a leader of annual charity fundraising. We raised money and donated goods for multiple charities benefiting local and international community, including Stop Hunger Now, Salvation Army Angel Tree, Nog Run Club, SPCA.

---

## Education

University of North Carolina at Charlotte, Finance

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## Comments

It would be an honor to serve on the wake county boards. I am attaching my linkedin profile in case you want to review. <https://www.linkedin.com/in/irina-kozlova-97456a113/>

---

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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## ETHICS GUIDELINES FOR COUNTY ADVISORY BOARDS AND COMMISSIONS

### 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 which are found at the link below.

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

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

---

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

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

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

---

☒ Commission for Women**Please select your fourth Board preference: \***

---

☒ City of Raleigh Housing Appeals Board**Please select your fifth Board preference: \***

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☒ Housing Authority**Please select your sixth Board preference: \***

---

☒ Wake County Steering Committee on Affordable Housing

---

Anita

First Name

---

Little

Middle Initial

Last Name

---

3008 Wild Iris Drive

Street Address

---

Suite or Apt

---

Zebulon

City

---

NC

State

---

27597

Postal Code

**What district do you live in?**

---

☒ District 1

---

Home: (919) 437-5106

Primary Phone

---

Home: (919) 437-5106

Alternate Phone

---

littleanita6676@gmail.com

Email Address

---

Wake County Human Services

Employer

---

Adult Guardian Representative

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:**

☒ Zebulon

---

## Interests & Experiences

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

Serving on a board will help me connect with my community. Serving on a board will also broaden my perspective on many issues that I have learned in past employment and I have yet to learn in terms of both content areas and how an organization functions. I will be afforded the opportunity to gain different skill sets that I can develop and apply in my professional career.

## Work Experience

September 2016 - Present Wake County Human Services Senior Practitioner, Guardian Representative  
June 2015 – September 2016 Wake County Human Services, Social Worker  
September 2013 – June 2015 Beaufort County Department of Social Services, Social Worker III  
November 2012 – September 2013 Greenville Community Shelter, Emergency Shelter Case Manager  
October 2011 – November 2012 Wayne County DSS, Adult Services Social Worker II  
April 2008 – October 2011 Maury Correctional Institution, Medical Records Assistant III  
January 2011 – May 2011 Pitt Juvenile Detention Center, Youth Technician  
February 2009 – January 2010 Bridges of Hope, Paraprofessional  
January 2007 – July 2007 Cascade Behavioral Therapy, Associate Professional  
November 2001 – May 2007 East Carolina University, Grand Rounds Coordinator  
August 1999 – November 2001 Pitt Community College, Administrative Office Assistant

## Volunteer Experience

Assisted Living Facility in Greenville NC in early 2000's

## Education

2003 – 2011 East Carolina University, Greenville, North Carolina Baccalaureate of Social Work  
1999 – 2001 Pitt Community College Greenville, North Carolina Associates Degree -Office Systems Technology.

## Comments

I am very interested in becoming a member of the Nursing Home Community Advisory Committee or The Adult Care Home Advisory Committee.

[Resume.doc](#)

Upload a Resume

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

Please upload a file

---

## Demographics

Date of Birth

### Gender \*

☒ Female

### Ethnicity \*

☒ African American

---

## Other

How did you become aware of Wake County volunteer opportunities?

☒ Other

If you selected "Other" above, how?

A previous supervisor

Please upload a file

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## ETHICS GUIDELINES FOR COUNTY ADVISORY BOARDS AND COMMISSIONS

### 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 which are found at the link below.

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

3008 Wild Iris Drive  
Zebulon, NC 27597  
Cellular: (919)437-5106  
Email: [littleanita@yahoo.com](mailto:littleanita@yahoo.com)

## **Anita Little**

### ***Education:***

2003 – 2011 East Carolina University, Greenville, North Carolina  
Baccalaureate of Social Work  
1999 – 2001 Pitt Community College Greenville, North Carolina  
Associates Degree -Office Systems Technology.

***Career Readiness Certification (Silver)*** – June 2011 Pitt Community College

### ***Professional Committees***

Present Active Member National Association of Social Workers  
2013 – 2015 Beaufort County Regional Housing Committee  
2012 – 2013 Greenville Community Shelter Advisory Board Committee  
2012 – 2013 Rapid Re-Housing Committee  
2012 – 2013 Pitt County Regional Housing Committee  
2012 – 2013 Project Homeless Connect Committee

### ***Professional Trainings***

03/2018	Supporting Participants with Complex Behavioral Health Needs
03/2018	Palliative and Hospice Care for Adults with Disabilities
03/2018	Severe and Persistent Mental Illness
02/2018	Serving Adults with Disabilities on the Autism Spectrum
02/2018	Improving Accessibility in Provider Settings
02/2018	Effective Social Work Practice
05/2017	Ending Homelessness
02/2017	Mental Health First Aide
01/2017	Guardianship: Decision Making
10/2016	Guardianship: A Systematic Approach
07/2016	Child Family Treatment Meeting 01 and 02
03/2016	Managing Client's Expectations
03/2016	Cross Cultural Issues in Integrated Health: A SW Perspective
02/2016	The Older Addicted Adult: A Social Perspective on Effective Treatment Tools, Approaches, Practices & Interventions
02/2016	LHPS In-Service
01/2016	Diabetes In-Service
01/2015	Supervision Workshop for Field Instructors and Task Supervisors

11/2014	Money Matters: Foster Care Basics
11/2014	Train-the-Trainer for Becoming a Therapeutic Foster Parent
10/2014	Intro. To the Monthly Foster Care Contract Record
09/2014	Adult Protective Services Module I & II
08/2014	Meth Training: What Social Workers Need to Know
07/2014	Medicaid Administrative Claiming
06/2014	Working with Difficult Clients
06/2014	Fire Safety
06/2014	FEMA Training
04/2014	State/County Special Assistance In-Home Program
09/2013	Compass Pilot Training
04/2013	SOAR Training
01/2013	CHIN Training
05/2012	Natural Disaster County Red Cross Training
03/2012	State/County Special Assistance Program
03/2012	Adult Protective Services Module I & II
02/2012	Effective Social Work Practice in Adult Services (CORE)
01/2012	At Risk Case Management
	Adult Care Home Case Management
	Working With DSS Clients Who Have Serious Mental Illness
02/2012	Effective Social Work Practice in Adult Services
12/2011	Person Centered Assessment and Service Plan Training
11/2010	CPR & First Aid
02/2009	North Carolina Interventions Part A, Crisis Response, Blood Borne Pathogens, CSS, Medication Administration, North Carolina Interventions Part B, 1 <sup>st</sup> Aid
03/2009	Seizure Protocol
11/2008	OPUS
02/2007	CPRSTAT: Crises Response: How to Respond during a Crises
02/2007	CPRSTAT: NCI Interventions – Prevention and Alternatives
02/2007	CPRSTAT: NCI Interventions – Core & Training
02/2007	CPRSTAT: Community Supports Service Definition Training
02/2007	CPRSTAT: Essential Lifestyle Planning: Person Centered Thinking
02/2007	CPRSTAT: Community Supports Documentation Training
05/2003	NC Human Resources Administrative Certification Program

\*Additional Trainings Provided by North Carolina Department of Prisons can be submitted per request\*

### ***ECU Faculty Training Seminars***

10/2006	PORT Shopping Cart
12/2005	PORT Purchasing Cart
11/2005	Banner 102
10/2005	Banner 101
07/2005	Purchase Order Training

06/2002  
07/2002

Hazard Communication  
Purchase Order Training

## **EXPERIENCE**

### **September 2016 - Present Wake County Human Services Senior Practitioner, Guardian**

**Representative** Surrogate decision maker for incompetent adults. Ensure ongoing and consistent public services are activated without lapse to include Food and Nutrition Benefits, Medicaid, Housing (homeless shelter), Disability Services, medical, and mental health services. Provide consent for services to act in best interest of ward. Submit Letters of Authorization to desired services. Establish rapport with positive natural supports. Facilitate transportation and alternate transportation for wards. Attend treatment meetings in the community. Prepare and file Involuntary Commitment order to the magistrate as needed. Meet and communicate with psychiatric team in state psychiatric hospitals and acute behavioral care units. Attend court for adjudication of incompetence hearing. Provide testimony in restoration of rights hearings. Advocate for restoration of rights if appropriate for ward. Submit request for payments to accounting department. Monitor trust accounts to ensure ward's account stay within social security income limits. Maintain weekly after hours on call telephone. Participate in mandatory, required duty phone days. Provide consents on behalf of other Wake County Guardian Representatives as appropriate. Discuss DNR with physicians before surgeries of wards. Punctually submit monthly reports. Complete quarterly reports, Status reports as required.

### **June 2015 – September 2016 Wake County Human Services, Social Worker**

Conduct Adult Protective Services courtesy visit to establish the need for services or to determine disabilities. Established and maintained Special Assistance In Home services for clients. Assess and re-assess the service needs of disabled adults. Conduct medication compliancy checks as needed as an activity for MAC service. Contact primary care provider to discuss medical appointments as needed. Develop Adult and Family Service Plan to establish realistic goals for client. Act as liaison between Medicaid department and client. Assist clients in locating and contacting providers and programs. Ongoing case management provided to Adult Protective Service clients in need of case management. APS Intake. Targeted Housing Point of Contact for Wake County DHHS. Provide referrals to appropriate housing communities in Targeted Program. Assist client with application process for housing with Targeted Program. Transport client to communities. Assist client with packing and moving. Provide supportive services to client by completing Food and Nutrition applications on behalf of client, and Medicaid applications. Obtain necessary documentation from client to submit.

### **September 2013 – June 2015 Beaufort County Department of Social Services, Social Worker III**

Provided case management to Adult clients in the Special Assistance In Home program. Adult Protective Services Social Worker. Maintained Adult Protective Services on-call services for weekly intervals every four months. Targeted Housing coordinator. Attended State Hearings and testify for SAIH program re-admittance for clients. Assess and reassess the service needs of adult clients. Referred clients with HIV/AIDS to community based programs

to assist with needs. Developed a service plan to meet the service needs of clients. Assisted clients in locating and contacting providers and programs for needed services. Coordinated delivery of services when multiple providers or programs are involved in care provision. Monitored services to ensure that they are received, adequate to meet the client's needs, and consistent with quality care. Reviewed the assessment findings and any supporting documentation supplied by the adult care home as referral documents. Observed clients while visiting homes. Acted as Representative Payee and or refer clients to Eastern Payee Services. Completed SOARS application for disability claims. Completed Bookkeeper requests in Compass Pilot for payments to Payee clients and Social Support Aides. Staffed weekly with supervisor on active cases. Communicated with other services in agency pertaining to client.

**November 2012 – September 2013 Greenville Community Shelter, Emergency Shelter Case Manager**

Provide wrap around case management services to clients. Complete psychosocial assessment on all new residents at a prescribed time. Assist with the development of an individualized service plan with residents. Update client database (CHIN) regularly with client information and progress. Maintain thoroughly documented, updated, and well organized files, completing all documentation in a timely manner. Coordinate and/or provide transportation for clients and resident services. Log daily documentation of resident's behavior, incidents, complaints, etc. in the Log Book to be communicated to shift supervisors. Follow up with and provide discipline to clients out of program compliance under the supervision of Executive Director. Participate in weekly case management meetings and attend staff trainings as required. Actively participate in meetings as delegated by the Executive Director. Maintain current knowledge of and working relationships with community resources and social service providers. Transport clients to appointments as necessary. Advocate for clients for housing programs, medical insurance, and other attributes to empower them to become self-sufficient. Retrieve medication from local clinics for residents. Communicate different needs and wants of clients through PRC as needed. Conduct random drug testing. Receive clothing donations as needed from the general public. Distribute clothing to residents as needed. Assemble care kits as needed for active residents. Retrieve medication from pharmacy as needed. Contact local schools to determine enrollment for children living in shelter. Enroll children in Boys and Girls club during summer months. Distribute bus tickets daily.

**October 2011 – November 2012 Wayne County DSS, Adult Services Social Worker II**

Guardianship social worker. Prepare Incompetence Petition, Guardianship Petition, file with Clerk of Court. Attend adjudication of incompetence proceeding. Explored alternatives to guardianship with guardianship supervisor. Discussed most appropriate residence for ward. Obtain copies of any other documents from other sources, such as nursing notes or hospital records. After initial appointment of guardianship, schedule a meeting with designated supportive systems to include medical providers, family members, and community supports to establish care plan for ward. Attend treatment team meetings. Prepared request for bond coverage or removal from bond and submitted original copy to Director of DSS, while maintaining a copy in ward's record. Complete the status reports and certificate of receipt of status report. Utilize critical thinking when exploring a Do Not Resuscitate Order. Observe clients while visiting facilities. Complete Unclaimed Bodies service. Prepare check

requisitions and purchase orders for Payees and Wards of state. Representative Payee. Completed payee reports yearly. Enhanced Care and Special Assistance Social Worker. Assess and reassess the service needs of adult clients. Develop a service plan to meet the service needs of clients. Assist clients in locating and contacting providers and programs for needed services. Coordinate delivery of services when multiple providers or programs are involved in care provision. Monitor services to ensure that they are received, adequate to meet the client's needs, and consistent with quality care. Visited Adult Care Homes to ensure ADLS and IADLs are appropriately attended. Review the assessment findings and any supporting documentation supplied by the adult care home as referral documents.

**April 2008 – October 2011 Maury Correctional Institution, Medical Records Assistant III**

Supervised inmates while they are working completing janitorial duties, mechanic duties, and floor maintenance. Maintained medical files and confidential forms. Delivered specimen samples to local hospital. Assisted support for Medical Provider, PA, and nursing staff. Also, provide assistance to the medical records supervisor which includes but is not limited to generating the monthly Pulheat list, preparing packet for inmates' external appointments and transfers. Retrieved charts as requested by staff. Purged medical records and mail charts to central storage unit. Entered encounters in OPUS daily. Assisted with taking minutes in shift report. Distributed prescription eyeglasses to inmates. Ordered various medical forms to ensure adequate supply for immediate use in the workroom. Maintained medication inventory weekly. Printed updated chronic disease roster for distribution in a timely manner. Entered X-Ray and EKG requests in OPUS for generated authorization number. Escorted external visitors throughout institution. Utilized PA system and two-way radio.

**January 2011 – May 2011 Pitt Juvenile Detention Center, Youth Technician**

Co-facilitated group sessions with the mental health provider. Assisted the youth to develop strategies for change and development. Provided educational assistance to academically disadvantaged youth during instructional time. Monitored youth's routine activities from control room. Interacted with youth court counselors to retain case information. Entered detention stay information in NC-JOIN daily. Verified medical log book information. Merged yearly files in overflow workroom. Dressed youth out for appointments, entrance, and exit into the building.

**February 2009 – January 2010 Bridges of Hope, Paraprofessional**

Provided counseling to dual-diagnosed adult clients. Referred clients to goal specific community services. Advocated for clients for services needed to maintain a healthy lifestyle. Assisted clients with developing goals for treatment plan. Composed therapeutic notes in Medical Notes Online daily. Prepared and completed different applications and forms on behalf of client. Identified and strategically created activities to incorporate into weekly lesson plans. Monitored clients while in community participating in activities. Enabled client by role modeling. Encouraged client to become self-sufficient by providing reference information.

**January 2008 – April 2008 NACCO, Warranty Insurance Claims Representative**

Calculated drayage to equal amount requested for insurance claims. Entered warranty insurance claims information to provide for warranty claims manager. Batched work orders with corresponding audit claims. Accurately approved, denied, and filed claims accordingly. Separated vanilla FPIs and authorization stacks. Denied claims with insufficient information. Entered message in AS-400 system for dealer's to response.

**January 2007 – July 2007 Cascade Behavioral Therapy, Associate Professional**

Assisted dual diagnosed adolescent and adult clients with accomplishing goals as defined on Person Centered Plan. Maintained rapport with immediate family members. Facilitated monthly treatment groups with client and family. Provided direct supervision to clients while in community. Referred adult clients to AA meetings and other local services without fee association. Advocated for clients to retain public services and establish new public services. Implemented positive interaction with clients.

**November 2001 – May 2007 East Carolina University, Grand Rounds Coordinator**

Referred psychiatric patients to appropriate units. Prepared and processed vacation, limited check requests, purchase orders, and honorariums. Scheduled physicians to present to Grand Rounds. Completed Department of Social Services forms for patients. Complied with rules and regulations regarding the Privacy Act. Acted as Department Safety Representative. Liaison for Consult Data Analyst director, psychiatry residents and attending physicians.

**August 1999 – November 2001 Pitt Community College, Administrative Office Assistant**

Provided administrative, secretarial, and clerical support to the Lead Secretary of the NC Basic Skills Program. Proctored state assigned testing sites. Maintained daily rosters. Advised students on programs offered. Copied material for instructors. Operated fax machines, and multi-line phones. Verified instructor employment files to ensure compliance with SACS requirements. Mailed incoming and outgoing mail. Created faith based fliers promoting GED program.

**May 2001 – August 2001 Pitt Community College, Facilities Schedule Officer**

Planned semester class schedules in UNIX. Schedule classrooms and conference rooms for internal and external groups. Corresponded with Information Technology Director daily for system update. Entered exam schedules in UNIX. Updated classroom descriptions in Datatel System. (part-time in absence of staff on leave)

**March 2000 – August 2000 Administrative Office Clerk, Bureau of the Census**

Worked in payroll department performing various tasks such as: data entry, auditing, telephone messaging, and research. Created new hire packets for employees. Trained new employees as needed. Assembled notebooks for enumerators and trainers. Distributed employees' data to appropriate management personnel.

**Computer Skills:** Outlook 2016, Proficiency with Compass Pilot & Co-Pilot, Zixmail, Daysheet, UNIX, Whereabouts, WIRM Portal, State Network, AS400, NC-JOIN, OPUS, Excel, PamsAdam, PADE, SUN, Corel SUITE 9, Microsoft 7, 2003, 2000, Wordperfect, WordPad, Outlook, Internet Explorer, and Groupwise.



**Professional References**

Glenda Reed, Adult Guardianship Supervisor

**Wake County Human Services**

220 Swinburne Road

Raleigh, NC 27601

(919) 212-7509

Catherine Goldman, Adult and Community Services Supervisor

**Wake County Human Services**

220 Swinburne Road

Raleigh, NC 27601

(919) 250-3835

Human Resources

**Beaufort County DSS**

632 W. 5<sup>th</sup> Street

Washington, NC 27889

(252) 975-5500

Kimberly Dupree, HSC

**Pitt Juvenile Detention Center**

451 West Belvoir Road

Greenville, NC 27858

(252) 830-6590

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

---

Nursing Home Community Advisory Committee: Submitted

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

---

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

---

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

---

☒ Domestic Violence Fatality Review Team**Please select your fourth Board preference: \***

---

☒ Triangle Transit Authority Board**Please select your fifth Board preference: \***

---

☒ Commission for Women**Please select your sixth Board preference: \***

---

☒ None Selected

Janet

First Name

A

Middle Initial

Ogbon

Last Name

1551 Atria Cir.

Street Address

Suite or Apt

Raleigh

City

NC

State

27604

Postal Code

**What district do you live in?**

---

None Selected

Mobile: (919) 673-7574

Primary Phone

Mobile: (703) 493-0539

Alternate Phone

jsocial1015@gmail.com

Email Address

Meredith College

Employer

Senior Counselor

Job Title

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

☐ Yes ☐ No

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

☒ Raleigh

Interests & Experiences

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

I grew up in wake county and have somewhat recently returned and I would love to be able to give back to my community in this way.

Work Experience

Present positions: Senior Counselor, Meredith College Outpatient Therapist (PRN), Easters Seals UCP of NC & VA

Volunteer Experience

Triangle Radio Reading Service (TRRS)

Education

B.A. Psychology, North Carolina State University M.A. Counselor Education-Community Agency Counseling, North Carolina Central University

Comments

Upload a Resume

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

Please upload a file

Demographics



Date of Birth

Gender \*

☒ Female

**Ethnicity \***

---

☒ 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

---

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

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 which are found at the link below.

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

---

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

---

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

---

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

---

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

---

☒ 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

---

Rachel

First Name

---

Strauss

Middle Initial

Last Name

---

8609 Cold Springs Road

Street Address

---

Suite or Apt

---

Raleigh

City

---

NC

State

---

27615

Postal Code

**What district do you live in?**

---

☒ District 6

---

Home: (919) 848-0303

Primary Phone

---

Mobile: (919) 332-7552

Alternate Phone

---

rbs@nc.rr.com

Email Address

---

retired from Nortel Networks

Employer

---

Manager of Customer Service,  
Documentation & Development

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 experience at many of these facilities (with family & friendly visits) really opened my view of the variety of services and the difference in quality care, activities and healthy environments for seniors. I'd like to be a part in helping evaluation these residences.

## Work Experience

Mpls School System: Teacher for 9 years, Henrico Public School-VA, Curriculum Specialist/Asst. Principal  
Thalheimer's Corporate Office in VA: Trainer, Computer specialist, POS Teacher/Installer, Nortel  
Networks: Instructor, Developer, Manager of Customer Service, Developers and Documnetation

## Volunteer Experience

Meals on Wheels Team Captain, WUNC Radio Pledge drive phone volunteer, Raleigh Garden Club  
(latest projects include: Dix Park, Girls Club, Winter Garden and Children's Program at JC Ralston  
Arboretum, Support Group leader and speaker (Dementia Alliance, Alzheimer's and Care Giving), Master  
Gardener (graduating in May 2019), NC Election Day Poll worker, NC Art Museum Park Guide, Friday  
Jewish Services at Sr. Residents in the area.

## Education

BA-Drake University (Des Moines, IA)-Education, Special Educaton MA-Univ. of Minnesota-Curriculum  
Specialist

## Comments

I'm currently retired and would like to help others in the community related to a safe, healthy and  
enjoyable facility to call their current home.

---

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

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

Please upload a file

---

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

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---

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

---

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

---

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

---

☒ Jury Commission**Please select your third Board preference: \***

---

☒ Commission for Women**Please select your fourth Board preference: \***

---

☒ Criminal Justice Partnership Advisory Board**Please select your fifth Board preference: \***

---

☒ Garner Planning and Appearance Commission**Please select your sixth Board preference: \***

---

☒ None Selected

---

Rosemary

First Name

---

Warner

Middle Initial Last Name

---

119 Marykirk Place

Street Address

---

Suite or Apt

---

Garner

City

---

NC

State

---

27529

Postal Code

**What district do you live in?**

---

☒ District 2

---

Home: (919) 327-1219

Primary Phone

---

Mobile: (919) 909-0980

Alternate Phone

---

itsmewarner@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:

☒ Garner

**Interests & Experiences**

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

I have a heart of compassion for people.

**Work Experience**

I have over 20 years of business, military, and administration experience.

**Volunteer Experience**

I have many years of experience working in church ministry serving as a welcoming announcer, usher, and security detail.

**Education**

Associate's Degree in Business Administration. Certifications: Business Administration Certification, U.S. Army National Guard Certified and Certified Clerk Typist. Occupational Prison Unified Systems Training and Disciplinary Hearing Officer/Court Reporting Trained.

**Comments**

[Rosemary\\_Warner\\_s\\_Application.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**

ETHICS GUIDELINES FOR COUNTY ADVISORY BOARDS AND COMMISSIONS

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

Mrs. RoseMary English-Warner  
119 Marykirk Place, Garner, NC 27529.  
Mobile: 919-909-0980  
Evening Phone: 919-327-1219; Email: itsmewarner@gmail.com

Desired locations: Garner or Raleigh, NC- Wake County

Currently Retired

Work Experience:

U.S. Department of Labor, OFCCP 4407 Bland Road  
Suite 270 Raleigh, NC 27609

09/2006 - 01/03/2019: Series: 0361 Pay Plan: GS Grade: 7/7 Equal Opportunity Assistant (This was a federal job) Duties, Accomplishments and Related Skills: In the Office of Federal Contract Compliance Programs (OFCCP), I manage an automated program report system for case management. This system consists of reports that are correspondence case related involving complaint intake, supply and services, and construction reviews. This assignment includes performing fact finding on companies by searching the internet, assembling statistical data and analyzing a clear and concise research; to include conducting telephone inquiries. This may involve searching through office files and records relevant to the case.

This assignment includes communication with the public, contractors, human resource officials, employers and North Carolina Employment Services. I am responsible for posting any action to the case management system within five days. These postings include case status actions of the scheduling letter (this letter notifies the company about what OFCCP is requesting), the affirmative action plan and all actions during the first five days of the case. Case management duties are performed accurately and timely. All compliance, construction and compliant case files are submitted to the compliance officer or Assistant District Director by an assigned time.

I assist with on-site visits and telephone interviews. I performed office enforcement duties by taking interview notes during compliance evaluations; client interviews and onsite reviews. I perform data base entry duties for compliance, compliant and construction evaluations. I provide assistance with outreach duties for class members during compliance reviews. I have edited correspondence for other co-workers.

I have experience in solving routine, repetitive problems that have only one correct answer and that is solved by applying clear-cut rules such as performing repetitive comparisons between two or more sets of facts. An example of this is the OFCCP Scheduling letter, which spells out the specific requirements of the audit to be provided by the contractor.

I am the primary contact for utilizing the National Archives and Records Administrative system for the disposition of office files. I perform both the paper-

based and the electronic duties. All files are updated, purged and archived in accordance to agency regulations. I perform this task for additional Area offices. I have trained other personnel regarding the National Archives and Federal Records procedures.

I process program reports, analyze and review information and provide findings and recommendations to the appropriate source. I compile and submit data for various reports such as; the Flexi-Place, Stamps.com and United Postal Service reports.

I am the primary contact for procurement reports regarding office supplies and services. I am responsible for logging controlled mail into a correspondence log. I distribute appropriate mail to agency personnel according to policy guidelines, procedures and instructions. I provide new employees with equipment, supplies, forms and departmental procedures. I ensure that new employees are provided orientation and guidelines for computer set-up, access cards, keys and other credentials.

I respond to telephone inquiries, office visitors, co-workers and other contacts in a courteous and professional manner.

I review staff member's time and attendance records using an automatic software system called WebTA.

I prepare and arrange meetings; in addition to setting up audio visual equipment for meetings. I communicate with participants, explain the purpose of the meeting, and provide space and supplies as needed. I have prepared and assembled materials and typed agendas or meeting notes. I have prepared travel vouchers, per Diem and (meal, incidental and lodging expenses).

I support management with confidential and sensitive matters in accordance to his or her instruction. I perform duties on behalf of the Director to regional level contacts, contractors, federal and state agencies and vocational organization.  
Supervisor: Mr. George Rouse, III (919-790-8248)

U.S. Department of Agriculture, APHIS, VS  
920 Main Campus Drive 200 Raleigh, NC 27606  
08/2002 - 08/2005 0318 Pay Plan: GS Grade: 7/7 Administrative Assistant (This was a federal job) Duties, Accomplishments and Related Skills: I managed my supervisor's electronic calendar system, I scheduled appointments and meetings using my own initiative based upon personal knowledge of his workload and current issues. I prepared and responded (via e-mail or hard copy) to information requests on topics related to the mission, products, and services of the aphis veterinarian department. I responded to routine and non-technical items such as, suspense data, station reviews, and monthly statistical reports. Typed minutes for meetings and distributed to appropriate individuals. I managed performance appraisal records and files for the Area Veterinarians in Charge (AVIC) in the Northern United States. I prepared and initiated airplane and travel arrangements. I prepared for meetings, conferences and office gatherings. I performed word processing, spreadsheet, and PowerPoint applications in addition to Lotus Notes email. I communicated daily verbally and in writing to regional staff, government and veterinary officials. Trained

to perform time and attendance data entry using Web-Star as the back up for T&A assistant.

Acting and Collateral Duties: As the Acting Administrative Support Assistant in the PA Office, February 2005, I performed standard support duties including assisting the AVIC with sensitive cooperative agreement issues and budget matters. I also provided assistance with personnel matters, claims for reimbursements, travel, and time and attendance concerns. I supported staff members with human resource issues such as employee benefits, travel, and time and attendance.

I performed Staff Assistant (SA) duties in the absence of the Staff Assistant. SA duties included meeting with the Eastern Regional Management Team (ERMT) and taking minutes for the meeting(s). I completed the minutes in a draft form and provided copies to the team to edit for approval. I provided a final copy of the minutes to the team members in an email format/or as instructed. I monitored the Director's calendar by scheduling meetings, appointments and travel requests. I prepared routine requests to include, FOIAs, suspense and report correspondence.

I performed collateral duties on the Eastern Regional Civil Rights Committee, as the Secretary and as an At Large Member. Duties as an At Large Member included developing, submitting and monitoring the Affirmative Employment Program (AEP), strategic plans and Special Emphasis Reports. I prepared Area Office minutes to ensure that the information was accurately distributed to all parties involved. Prior to leaving the team, I created a liaison position between the Area Chairs, SEPMs and AVICs. I participated and provided technical assistance for recruitment and outreach programs, meetings and conferences. Supervisor: Dr. Lane ((919) 855-7250) Okay to contact this Supervisor: Yes

US Department of Defense, OSJA

4409 Llewellyn Avenue Fort Meade George Maryland Fort Meade, MD 20755

08/2000 - 07/2002 Series: 0986 Legal Secretary (This was a federal job) Duties, Accomplishments and Related Skills: Managed and scheduled electronic calendar for the Staff Judge Advocate. Made arrangements for appointments and meetings. Prepared TDY orders, travel or taxi vouchers for travelers. Responded to information requests on topics related to the mission of the organization. Performed research on legal pleadings and correspondence using the law library. Managed routine and non-technical requests for information pertaining to items such as monthly status reports, suspense data, and established controls and followed up with supervisor. Provided support for various military training activities, such as ID check point assistance at the security gate. Performed data entry duties for the monthly strength reports. Communicated verbally to public, military, and government officials. Served as focal point for planning special observances and social activities for the Division. Supervisor: LTC Garcia ((202) 677-9576)

Department of Corrections

711 Lumberton NC Lumberton, NC 28359

11/1998 - 03/2000. Office Assistant Duties, Accomplishments and Related Skills: Performed data entry duties using the Offender Population Unified System (OPUS) a system designed to track the movement of the inmate population. OPUS duties consisted of standard monitoring procedures pertaining to vocational/academic

training, referrals and merit-time actions involving the inmate population. Performed administrative duties for the Director to include: typing memos, reports, flyers, charts, and spreadsheets. Assisted with special programs such as the annual volunteer banquet for the banquet I ordered required supplies, scheduled party room and sent out mailings to informed attendees. Responded to written and telephone inquiries from the public, department officials and staff. On occasion performed DHO/Disciplinary Hearing data entry recording duties for the DHO officer. Managed time and attendance records and files for staff. Supervisor: Mr. Paul Taylor ((910) 618-5574)

U.S. Department of Justice

810 Seventh Street NW, Washington DC, DC 20531

04/1987 - 07/1995 Series: 0318 Pay Plan: GS Grade: 7 Lead Secretary/EEO

Counselor (This was a federal job) Duties, Accomplishments and Related Skills: As the Lead Secretary for The office of Congressional and Public Affairs I served as organizational contact for the disposition of all congressional controlled correspondence. Used Agency automated system to track, organize and disseminate correspondence. Explained resources, services and administrative processes orally and in writing to Congressional, Management and Agency Staff. I managed an automated system to process grant award notifications to local state officials. Advised and assisted grantee of awards via memorandum or verbal communications. Performed collateral duties as an Equal Employment Opportunity Counselor. These duties included performing resolution of disputes between grieved parties. I interviewed grieved persons to obtain strictly factual information. Established meetings were conducted to discuss the grievance and data was transferred to the Specialist. In summary, case requirements were prepared for final response after conciliation between parties in accordance to EEOC procedures. Supervisor: Mrs. Kramer (202-302-7030).

U.S. Department of Justice, U.S. Attorney's Office

555 4th Street NorthWest Washington DC, DC 20530

03/1985 - 04/1987 Series: 0986 Pay Plan: GS Grade: 7 Legal Technician (This was a federal job) Duties, Accomplishments and Related Skills: As Legal Assistant in the Misdemeanor Trial Division, I performed daily duties using the Opus and Lexis systems to retrieve case file information. I utilized the system to assist trial attorneys with case assignments. I prepared misdemeanor case file jackets for court appearances. This included typing motions, legal affidavits, and writs. Responsibilities included delivering motions to the clerk of court for upcoming hearings. In addition to daily case management responsibilities I performed duties assisting witnesses with questions regarding voucher payments. In addition, I assisted the paralegal with other duties such as filling out forms or copying and collating legal briefs. Supervisor: Mrs. Kramer ((202) 307-3007).

Education: Wake Technical Community College Raleigh, NC:

Associate's Degree - Business Administration

Licenses and Certifications: Business Administration Certification

Clerk Typist, certified Prince George's Community College

Pitt Comm. College Greenville, NC United States Some College Coursework

Completed 04/1977

Credits Earned: 9 Semester hours Major: General Studies Minor: Introduction to Law & Psychology  
Crossland High School Camp Springs, MD High School Graduate.

Training:

US Army National Guard trained 1980 to 1990. Received an Honorable Discharge.

Courses and workshops:

Grammar Refresher 07/2010. College English 2008/2009. Powerpoint 2007 Intermediate. Microsoft Excel 2003-January 2007. Communicating with Power and Confidence-June/2005. Mastering Basics of Microsoft Excel-June/2004. Web-star/March/2004. E-mail Writing Etiquette-January/2004. Recruiter Resources Workshop/2003 Eastern Regional Civil Rights Conference and Workshop-March September/2003. Administrative Regional Training Conference-Feb/2003. AG Awareness Course-June/2002. Information Technology Training-July/2001. Occupational Prison Unified Systems Training-February/1999 DHO/Disciplinary Hearing Officer/Court Reporting-March/1999. Marketing Strategies-June/1998. College Orientation English II-September/1996. Administrative Management/Disposition of Records-April/1995. Equal Employment Counseling Workshop-October/1994. Supervisor Techniques for Secretaries and Administrative Personnel-April/1991, Career Development Workshop-September/1990.

References:

Name: Armenthia Brown (\*) Staff Judge Advocates Office Paralegal (301) 677-9536  
brownna@emh1.ftmeade.army.mil

Ms. Sharon Crowley (\*) USDA, APHIS, VS Veterinarian Program Specialist 919-855-7227 sharon.m.crowley@aphis.usda.gov

(\*) Indicates professional reference

Additional Information:

Time off Awards 2017-19; Job Performance Awards 2008 to 2015; Time off Award for extra duties performed 2014; Certificate of Appreciation for Acting Staff Assistant 2003 and 2005; Command Award for Civil Service 2002; Performance cash awards 2001-2005; Staff Judge Advocate Coin 2001; Outstanding Performance Awards 1993-1995; Superior Performance Award 199; Employee of the Month 1991. Typing Speed: 48WPM

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

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

---

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

---

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

---

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

---

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

---

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

---

☒ None Selected

---

STEVEN

First Name

---

B.

Middle Initial

---

WILSON

Last Name

---

1300 ST. MARY'S STREET

Street Address

---

CONDO. 302

Suite or Apt

---

RALEIGH

City

---

NC

State

---

27605

Postal Code

**What district do you live in?**

---

☒ District 5

---

Home: (919) 854-2952

Primary Phone

---

Mobile: (704) 747-6998

Alternate Phone

---

swilson@capital-invest.com

Email Address

---

Capital Investment Group, Inc.

Employer

---

General Counsel and Principal,  
Capital Advisers, inc.

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?

Last year, my Mother and Father lived in a rehabilitation, assisted living, and skilled nursing center. Both my Mother and Father died last year at their facility. I learned much and want to use that and other personal and professional experiences to assist the facilities, loved ones/responsible parties, and patients/residents in quality decision making and communications.

## Work Experience

Attorney and Principal in an investment advisory and wealth management firm serving individuals and institutions.

## Volunteer Experience

Partial List: NC Textile Foundation Investment Committee Member Wake Forest University General Counsel Advisory Committee Prior Board Member, Gaston Skills, Inc. Prior Church service--Deacon and Secretary to the Board

## Education

BA, Duke University JD, Wake Forest University School of Law CFA Charterholder

## 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 \*

☒ Caucasian

---

Other

How did you become aware of Wake County volunteer opportunities?

☒ Other

If you selected "Other" above, how?

A social worker friend who helped care for my Parents

---

Please upload a file

---

## ETHICS GUIDELINES FOR COUNTY ADVISORY BOARDS AND COMMISSIONS

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