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

---

Adult Care Home Community Advisory Committee: Submitted

Nursing Home Community Advisory Committee: Appointed

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

---

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

---

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

---

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

---

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

---

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

---

☒ None Selected

Megan

First Name

Douglas

Middle Initial

Last Name

5440 Ironwood Lane

Street Address

Suite or Apt

Raleigh

City

NC

State

27613

Postal Code

**What district do you live in?**

---

☒ District 7

Mobile: (919) 696-1934

Primary Phone

Home: (919) 783-5749

Alternate Phone

mjdouglas53@gmail.com

Email Address

Retired

Employer

Job Title

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

☐ Yes ☐ No

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

☒ Raleigh

Interests & Experiences

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

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

Work Experience

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

Volunteer Experience

Hospice volunteer, church committees, Wake County Nursing Home CAC

Education

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

Comments

Upload a Resume

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

Please upload a file

Demographics

Date of Birth

Gender \*

☒ Female

**Ethnicity \***

---

☒ Caucasian

---

**Other**

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

---

☒ Newspaper

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

---

---

Please upload a file

---

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

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?**

---

Adult Care Home Community Advisory Committee: Submitted

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

---

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

---

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

---

☒ Wake County Steering Committee on Affordable Housing**Please select your fourth Board preference: \***

---

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

---

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

---

☒ Juvenile Crime Prevention Council

Felicia

First Name

R

Middle Initial

Downing

Last Name

8004 Reedybrook Crossing

Street Address

Suite or Apt

Apex

City

NC

State

27523

Postal Code

**What district do you live in?**

---

None Selected

Home: (919) 815-3586

Primary Phone

Business: (919) 557-1075

Alternate Phone

felicia.downing@wakegov.com

Email Address

Wake County Government

Employer

Operations Manager

Job Title

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

☒ Yes ☐ No

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

☒ Apex

---

## Interests & Experiences

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

I have been employed with WCHS for 28 years in varying capacities. My passion is people, I have a significant passion for the care of our seniors. My day to day work does not impact the lives of seniors and I would like to serve in a capacity to directly assist those seniors and their families who are unable to advocate for themselves.

## Work Experience

During my 28 year tenure with WCHS, I have worked in various capacities, data entry operator, executive assistant supporting Directors within the top level of the agency, managed a crisis program and \$3.1 million in funding, Most recently, I was promoted to Operations Manager at one of our Regional Centers. My primary responsibility is fiscal , maintenance as well as total operations of the facility and the programs administered.

## Volunteer Experience

My volunteer experience is limited to mostly efforts our church has administered. I am very active in my church and the surrounding community.

## Education

Bachelor of Arts (Sociology), Master of Administration

## Comments

Thank you so much for your consideration.

[Felicia\\_Smith\\_Downing\\_Resume\\_2017.docx](#)

Upload a Resume

[Professional\\_Portfolio\\_2014.docx](#)

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

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>

## Professional Portfolio

Administrative Services Coordinator II /  
Budget/Business Officer Candidate:  
Felicia Smith Downing



A collage of documents representing relevant skills,  
character, professional and career attainment.

## Professional Portfolio

- Introduction
- Resume
- Character Reference
- Memberships, Awards & Certifications





## Introduction

### Wake County Human Services, Administrative Services Coordinator

#### Division of Organizational Development

#### Division of Economic Services

*“I believe in the core concepts of improving business practices, and leveraging external and internal resources to build people and communities through the continued transformation of the agency”.*

As the Administrative Coordinator, I am the direct liaison to conveying and coordinating information to over 300+ staff members across 6 programs regarding fiscal affairs, supervision, policy, procedures, work schedules and departmental goals as indicated by the strategic plan. Daily work consists of working within multiple programs and with managers in making business decisions, staffing arrangements, resolving consumer complaints, managing fiscal affairs, developing materials and supporting the functions of the department. Additional responsibilities include managing State, Federal and local funding of over \$3.5 million, coordinating State and local hearings, creating reports, management and supervision. I have assumed managerial, supervisory and process improvement duties within multiple programs in the absence of managers and supervisors. Significant accomplishments include collaborating with partners and staff in facilitating a food drive to address food insecurities experienced by Wake County residents due to the implementation of NC Fast, staff appreciation events, procurement card investigation and managing the Family Centered Practice Institute.



*My skills consist of building and maintaining relationships both internal and external supporting visionary commitments and consumer driven strategies.*

# Professional Portfolio

## Memberships, Awards & Certifications

Shaw University Academic Honor: 2007, 2008, 2009, 2010 & 2011

Academic Honor Society Induction: Alpha Chi 2008, Alpha Kappa Delta 2010

Top 100 Employee of the Year: 2007-2008, 2008-2009 & 2009-2010

### Classes and Certifications

- Leadership and Behavioral Management
- Crucial Conversations, Relationship Building
- Interaction Management
- Assertiveness Skills for Managers and Supervisors,
- Coaching Skills, Basic Advantage Navigation
- B.O.S.S. Training (Incomplete)
- Health & Human Services Management Training
- (Health Administration: Leadership and Organizational Management, Health Services Organization Management & Health Services
- NCFAST Technology
- Onbase

### References

Elizabeth Scott, Economic Services Deputy Director, 919-212-7610

Kheesha Edwards, Economic Services Supervisor, 919-212-7102

Jakeema Dawkins, IT Program Manager, 919-856-2781

## **Felicia Smith Downing**

---

**Leadership Philosophy:** To exemplify experience and skill while contributing to the values, vision, culture and standards of the department. Using each effort as an opportunity to motivate and inspire.

### **Accomplishments**

- High level proficiency in Microsoft Office & Lotus Notes. Strong public speaking, marketing, recruiting, organizational skills and event planning
- Seven years of experience within Administration/Project Management/Organizational Development
- Over 23 years working in Human Services Programs/Divisions to include Customer Service, Management, Supervision, Training, Coaching, Assessment, Fiscal Management and Strategic Planning
- Appointed NCFast Communication Project Leader
- Over 5 years in the development, research and implementation of various policies, processes and procedures.
- Assigned to coordinate and organize community partner meetings, facilitate outsourcing opportunities with community partners, engage partners in community forums, workshops, disposition of Federal funding and food drives
- Restoration CDC Board Member, participated in developing and facilitating Rolesville Community Forum as WCHS Ambassador, Strengthening The Black Family Board Member and Faith Partnership Meetings

### **Professional Experience**

#### **Human Services Supervisor 1 – Wake County Human Services (Raleigh NC) 2013- 2017**

- Responsible for administering the Energy Assistance Program with a budget of \$7 million (State, Federal and local funds)
- Supervise 1 Team Leader, 5 Case Managers, 3 Customer Service Representatives, 1 HS Technician and approximately 10 seasonal temporary staff
- Assisted the State and NCFast developers in the implementation of NCFast for the Energy Program. Participated in UAT and worked with NCFast developers and OSS during Go-live in March 2017.
- Serves as the liaison for the State in answering questions related to policy and application processing issues
- Responsible for developing internal and external partnerships. Most recently the City of Raleigh in the development of the UCAP program, which assists City of Raleigh water customers.
- Facilitate meetings to communicate information related to business processes, customer service, procedures and implementation of technology
- Manage and maintain billing expectations and processes. Initiate payment to vendors, partners and purchase supplies
- Resolve emergency and/or sensitive employee/consumer relations, performance and service situations.
- Maintain and monitor budget for Federal & State allocations supporting the provisions of the Energy Assistance program. Monitor spending criteria and policy alignment. Determine eligibility for households seeking energy assistance through a screening process using specific documentation for the pre-qualification process.
- Manage and maintain 2 procurement cards
- Meet regularly with team as a collective and individual basis to convey information and to discuss any performance related issues

**Administrative Coordinator I –Wake County Human Services (Raleigh NC) 2009 - 2013**

- Assist the Division Director in managing 300+ staff including 6 Program Managers
- Develop guidelines, processes, division/program structuring/restructuring, strategic planning, internal/external communications and community partnership development. Facilitate learning environments regarding policies, processes and procedures
- Manage fiscal documentation, i.e., travel, division/departamental budget, vendor contracts/payments, procurement cards, purchase orders. Prepare reports, presentations to high functioning groups.
- Liaison for staff/agency concerning facility safety, concerns and questions, organizational policies resources and problem solving.
- Work independently supporting the Director, Division Director, General Services, HR and Finance.
- Facilitate meetings, coordinate learning events, manage contracts and contractors to ensure goals and services are met. Collaborate with partners to leverage resources and avoid duplication of effort while achieving agency outcomes and customer satisfaction.
- Supervise 2 Program Assistants, manage and monitor 3 procurement cards.
- Local and State Hearing Coordinator for the WCHS Economic programs. Responsible for scanning hearing decisions into PRIME (document management system) and route to case managers
- Collaborate across divisions and teams in sharing and coordinating resources in building partnerships, improving customer service and agency initiatives.

**Education**

**Master Public Administration, – May 2015**  
**Strayer University ( GPA 3.7)**

**Bachelor of Arts – Sociology (Summa Cum Laude)**  
**Shaw University, December 2011 (GPA 3.84)**

**Memberships and Awards**

Shaw University Academic Honor: 2007, 2008, 2009, 2010 & 2011

Academic Honor Society Induction: Alpha Chi 2008, Alpha Kappa Delta 2010

Top 100 Employee of the Year: 2007-2008, 2008-2009 & 2009-2010

**Trainings/Certifications**

Leadership and Behavioral Management, Crucial Conversations, Relationship Building, Interaction Management, Assertiveness Skills for Managers and Supervisors, Coaching Skills, Basic Advantage Navigation, B.O.S.S. Training, Health & Human Services Management Training (Health Administration: Leadership and Organizational Management, Health Services Organization Management & Health Services Human Resources), NCFAST Training, OBASE for Energy, FNS

**References Available Upon Request**

Felicia Smith Downing

---

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

---

Adult Care Home Community Advisory Committee: Submitted  
Alliance Health : Submitted  
Council on Fitness and Health: Submitted  
United Arts Grants Panels: Submitted  
Wake County Water Partnership: Submitted  
Commission For Women: Submitted

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

---

☒ Commission for Women

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

---

☒ Council on Fitness and Health

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

---

☒ Wake County Water Partnership

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

---

☒ Adult Care Home Community Advisory Committee

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

---

☒ Alliance Behavioral Healthcare

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

---

☒ United Arts Grants Panels

Emily

First Name

Hughes

Last Name

6311 Terra Verde Drive

Street Address

Apt. 221

Suite or Apt

RALEIGH

City

NC

State

27609

Postal Code

**What district do you live in?**

---

☒ District 7

Mobile: (704) 906-6260

Primary Phone

Business: (919) 707-3007

Alternate Phone

emilyhughes1093@gmail.com

Email Address

---

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

☐ Yes ☒ No

---

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

☒ Raleigh

---

## Interests & Experiences

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

I am interested in giving back to the community and helping with something I am passionate about. The boards I've showed interest in are all things that I have some background or knowledge in. I would love to give my spare time to the county that I call home. I have extensive knowledge in government, especially local government, and a love for volunteering.

---

## Work Experience

I worked in local government in a small town near Charlotte as a Communications Specialist and Clerk while I worked on my Master of Public Administration. When I graduated, I knew I wanted to work for the state to learn more and serve my home state. I currently work as a Public Information Officer for the NC Department of Agriculture and Consumer Services. I write, edit and publish press releases and speeches for the department.

---

## Volunteer Experience

Parkway cleanups, coaching soccer, tutoring in Spanish, volunteering at local events.

---

## Education

Appalachian State University -Bachelor of Science in Communication, Journalism Appalachian State University -Bachelor of Arts in Spanish Arkansas State University -Master of Public Administration

---

## Comments

[RESUME.docx](#)

Upload a Resume

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

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Please upload a file

---

## Demographics

Date of Birth

### Gender \*

☒ Female

### Ethnicity \*

☒ Caucasian

---

## Other

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

☒ County Website

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

Please upload a file

---

## ETHICS GUIDELINES FOR COUNTY ADVISORY BOARDS AND COMMISSIONS

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

# Emily Hughes

6311 Terra Verde Dr. Apt. 221 ☐ Raleigh, NC 27609  
Phone: 704.906.6260 ☐ E-mail: emilyhughes1093@gmail.com

[EH  
]

## Objective

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### **Public Relations | Bilingual (English & Spanish) | Creative Content Development Government | Communications**

A government professional in the public relations and journalism field seeks to apply current educational credentials and job experiences to a professional role. Adept research skills contribute to the ability to remain cognizant of current trends within selected markets. Demonstrates positive and professional interpersonal skills when liaising with peers and clients. Capable of prioritizing workload to continuously meet all set deadlines. Continuously strives to create captivating, informative content for employers.

## Experience

---

**NC Department of Agriculture & Consumer Services, Raleigh, North Carolina**  
**2018 - Present**

**August**

### **Public Information Officer II**

- Author and edit press releases on behalf of the department for the media and public.
- Create content and maintain the blog for the department to provide updates, links, ideas and sources for the public.
- Prepare and edit speeches for the NC Agriculture Commissioner for events.
- Serve as a public information officer for various divisions within the department such as Emergency Programs, Research Stations, NC State Fair, Soil and Water Conservation and Special Projects.
- Assist the Commissioner's office in preparing any content to come from the NC Agriculture Commissioner.
- Work with the local media to distribute information from the department.
- Coordinate releases, blogs, and social media surrounding major events within the department such as the NC State Fair and NC Agriculture Day.

**TOWN OF STALLINGS, Stallings, North Carolina**  
**August 2018**

**May 2016 -**

### **Communications Specialist/Deputy Town Clerk**

- Author all press releases for the Town of Stallings for distribution to local media.
- Develop original marketing and advertising material for the Town.
- Create content and maintain the website for the Town of Stallings to provide concise and updated information for the public.
- Assist in organizing and advertising public events for the Town of Stallings.
- Maintain Town Council minutes and attend Town Council meetings as the Deputy Town Clerk.
- Generate social media posts and media content in an attractive manner on behalf of the Town.
- Serve as a staff liaison to all media relations for the Town of Stallings.
- Assist the Historical Committee of the Town as a staff liaison to preserve and feature the history of Stallings.
- Work with the Technology Committee of the Town as a representative to amend and modernize the website for the Town.





- Prepare and plan the Town's internal events and communications to promote staff involvement.

**PEACH ROOTS, Chicago, Illinois**  
**2015**

**September - December**

**Public Relations Intern**

- Authored various press releases and emailed copies to different restaurants and hotels.
- Conducted research for clients to aid with individualized marketing needs.
- Created engaging social media posts and organized media content for each client.

**NATASHA MORGAN, New York, New York**  
**March 2015**

**September 2014 -**

**Public Relations Intern**

- Identified current music events, museums, and venues in Los Angeles, New York, and Europe for client sponsorship.
- Procured contact information for the press, agencies, and agents in Los Angeles, New York, and Europe.
- Scheduled and developed monthly event calendar for client.

## Education

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**ARKANSAS STATE UNIVERSITY**  
**August 2016 - May 2018**

Master of Public Administration  
Laude

Cum

**APPALACHIAN STATE UNIVERSITY**  
**August 2012 - May 2016**

Bachelor of Science in Communication, Journalism  
Bachelor of Arts in Spanish

## Professional Licenses

---

**NORTH CAROLINA NOTARY PUBLIC**

Commission expires May 31, 2023

**FEMA Certification**

Completed on Nov. 15, 2018



## Interests and Community Involvement

---

### **UNION COUNTY CHAMBER OF COMMERCE**

Women in Business

### **NORTH CAROLINA LEAGUE OF MUNICIPALITIES**

### **PI ALPHA ALPHA**

International honors society for public affairs and  
administration

### **ALPHA PHI SORORITY**

Director of Continuous Open Bidding

Director of Social Events



---

**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: \***

---

☒ Commission for Women

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

---

☒ Nursing Home Community Advisory Committee

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

---

☒ Greater Raleigh Convention and Visitors Bureau

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

---

☒ 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

---

## Interests & Experiences

**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.

## 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.

## 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

## 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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---

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

---

Adult Care Home Community Advisory Committee: Submitted  
Capital Area Workforce Development Board: Submitted  
Council on Fitness and Health: Submitted  
Greater Raleigh Convention and Visitors Bureau: Submitted  
Commission For Women: Submitted

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

---

☒ Commission for Women

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

---

☒ Greater Raleigh Convention and Visitors Bureau

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

---

☒ Capital Area Workforce Development Board

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

---

☒ Council on Fitness and Health

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

---

☒ Housing Authority

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

---

☒ Human Services Board

Jillian

First Name

T

Middle Initial

Kral

Last Name

4605 Kaplan Drive

Street Address

Suite or Apt

Raleigh

City

NC

State

27606

Postal Code

**What district do you live in?**

---

☒ District 4

Mobile: (630) 217-5052

Primary Phone

Home: (630) 217-5052

Alternate Phone

kraljillian@gmail.com

Email Address

Charles Schwab & Co.  
Employer

Talent Advisor  
Job Title

---

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

☐ Yes ☒ No

---

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

☒ Raleigh

---

## Interests & Experiences

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

My family has recently moved back to the state of North Carolina (where we consider home) and plan to begin putting our roots down in Wake County. I am motivated and enthusiastic about giving back to this community that I call home.

## Work Experience

I currently work for Charles Schwab as a Talent Advisor. Prior to joining Schwab, I have worked in recruiting and Human Resources. Ensuring there are strong career development opportunities in our county is very important to me.

## Volunteer Experience

-Volunteer and speak frequently at university career fairs around career searches/development -Foster animals and volunteer at the animal shelter -Volunteer with the National Epilepsy Foundation

## Education

Bachelor's in Hospitality and Tourism Management; University of South Carolina; August 2013

## Comments

[Kral\\_Resume.docx.gdoc](#)

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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---

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---

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Council on Fitness and Health: Submitted

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

---

☒ Adult Care Home Community Advisory Committee

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

---

☒ Commission for Women

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

---

☒ Population Health Task Force

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

---

☒ Housing Authority

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

---

☒ Nursing Home Community Advisory Committee

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

---

☒ Alliance Behavioral Healthcare

Elizabeth

First Name

M

Middle Initial

Soto

Last Name

5429 Stewartby drive

Street Address

Suite or Apt

Raleigh

City

NC

State

27613

Postal Code

**What district do you live in?**

---

None Selected

Mobile: (919) 244-3131

Primary Phone

Business: (919) 350-8903

Alternate Phone

bethsoto4@gmail.com

Email Address

WakeMed Rehab Hospital

Employer

Rehab Case Manager/LCSW

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?

To help guide the direction of important services and supports for the population of Wake County

## Work Experience

Please see attached resume. I have been at WakeMed Rehab Hospital as a rehab case manager and licensed clinical social worker since 2006. I am also a certified personal trainer and work independently with clients to help them meet their fitness goals.

## Volunteer Experience

Previously, I served on the Asbury Preschool Board.

## Education

University of North Carolina at Chapel Hill - MSW Licensed Clinical Social Worker Quinnipiac University - BA Gerontology w minor in psychology Certified Personal Fitness Trainer - IFTA

## Comments

Thank you for your time and consideration.

[Elizabeth M. Soto LCSW -  
Resume.docx](#)

Upload a Resume

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

Please upload a file

---

## Demographics



Date of Birth

Gender \*

☒ Female

**Ethnicity \***

---

☒ Caucasian

---

**Other**

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

---

☒ County Website

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

---

---

Please upload a file

---

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

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

**Elizabeth M. Soto, MSW, LCSW**

5429 Stewartby Drive

Raleigh, NC 27613

Day: (919) 244-3131

Email: [bethsoto4@gmail.com](mailto:bethsoto4@gmail.com)

**Certification:**

Licensed Clinical Social Worker  
North Carolina (C006308)

**Experience:**

**WakeMed Rehab Hospital, Raleigh, NC**

**Clinical Case Manager, March 2007 – Present**

- Serve as primary liaison with patients, families, insurance companies and interdisciplinary treatment team members
- Coordinate rehab process and lead interdisciplinary team effort
- Responsible for psychosocial assessment, insurance utilization review, insurance reauthorization request, providing education to patients, family members and clinical team members regarding insurance coverage and its impact on current and post hospital care, resource referral, counseling, family and patient education and discharge planning
- Development and facilitation of amputee support/education group and amputee peer mentor program.
- Co-chair Amputee Specialty Program Committee for the purpose of coordination of amputee patient care across continuum and CARF accreditation
- Member hospital wide Geriatric Care Committee and Geriatric Education Team subcommittee

**EMS Counseling and Consulting, Raleigh, NC**

Private Practice, May 2016-April 2017

- Provided psychotherapy to clients to individuals with anxiety, depression and relational issues.

**Duke Raleigh Hospital, Raleigh, NC**

**Case Manager, Float Pool, April 2012 – September 2013**

- Provide weekend/evening case management coverage for psychosocial assessment and discharge planning needs which include home health, DME, SNF and hospice referral and coordination
- Crisis intervention and community resource referral as indicated

**Transitions Life Care (formerly Hospice of Wake County), Raleigh, NC**

**Medical Social Worker, Weekend On Call, November 2009 – August 2010**

**Medical Social Worker, Admissions, Full Time May 2006-March 2007**

- Provided crisis intervention, crisis counseling, resource referral and end of life education as indicated to patients and family members
- Responsible for initial psychosocial assessments of new patient/families
- Facilitation of patient transfers from hospital to home and home to hospice house

**Sunrise Assisted Living**, Raleigh, NC

**Director of Marketing and Community Relations**, 2002-2004

- Responsible for marketing and admissions for 86 resident assisted living facility
- Organized community educational in-services and special events

**Research Triangle Institute**, Research Triangle Park, NC

**Policy Analyst, Health and Aging Program**, 2001-2002

- Wrote technical reports on progress of research projects for Federal Government
- Designed interview protocols for in-depth case studies
- Coded data gleaned from focus groups for qualitative studies

**Education:**

University of North Carolina at Chapel Hill, Chapel Hill, NC

**Masters in Social Work, 2006**

University of North Carolina at Chapel Hill, Program on Aging, Chapel Hill, NC

**Interdisciplinary Certificate in Aging, 2006**

Quinnipiac University, Hamden, CT, summa cum laude

**BA in Gerontology, Minors in Health Management & Psychology, 2001**

**Honors:**

2015 WakeMed Circle of Excellence –recognition for excellence in clinical practice

National AARP Andrus Foundation Scholarship for Study of Aging and Finance Recipient

**Publications:**

Rabiner, D J, Scheffler, S, Koetse E, Palermo J, Ponzi (Soto) E, Burt S, Hampton L. (2003). The

impact of the Senior Companion Program on quality of life outcomes for frail older adults and their families. *Home Health Care Services Quarterly*, 22(4). 1-26.

**Other:**

Certified Personal Trainer, International Fitness Trainers of America

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

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Adult Care Home Community Advisory Committee: Submitted

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

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

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☒ Nursing Home Community Advisory Committee**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: \***

---

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

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☒ None Selected

Laura Jane

First Name

J

Middle Initial

Ward

Last Name

1423 Pitching Wedge Drive #103

Street Address

Suite or Apt

Raleigh

City

NC

State

27603

Postal Code

**What district do you live in?**

---

☒ District 5

Mobile: (540) 729-1876

Primary Phone

Business: (919) 821-0485

Alternate Phone

laurajane28@gmail.com

Email Address

Foundation for Health  
Leadership & Innovation

Employer

Program Manager, North  
Carolina Rural Health  
Leadership Alliance

Job Title

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

☐ Yes ☒ No

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

☒ Raleigh

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## Interests & Experiences

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

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

## Work Experience

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

## Volunteer Experience

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

## Education

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

## Comments

[Laura Jane Ward\\_2\\_.docx](#)

Upload a Resume

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 \*

☒ Caucasian

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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

### 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>

# Laura Jane Ward

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1423 Pitching Wedge Drive #103 Raleigh, NC 27603 | 540-729-1876 | [laurajane28@gmail.com](mailto:laurajane28@gmail.com)

## Education

### **BACHELOR OF SCIENCE | MAY 2008 | APPALACHIAN STATE UNIVERSITY**

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

### **HIGH SCHOOL DIPLOMA | MAY 2005 | WILKES CENTRAL HIGH SCHOOL**

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

## Recent Work Experience

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

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

Facilitated quarterly meetings and subcommittee meetings on pertinent rural health issues

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

Implemented new membership management and website hosting platform via Wild Apricot

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

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

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

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

Lead coordinator for all new certification and quarterly program trainings

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

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

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

consent forms for program; assist with abuse reporting protocols

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

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

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

Coordinated and completed training for nine Community Advisory Committees

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

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

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

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

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

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

Coordinated in-house QIS survey process

Initiated “Family Education Night” speaker series

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

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

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

Supervised one assistant

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

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

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

## **Skills & Training**

### **TRAINING AND SKILLS**

“Age of Disruption” Tour participant

“Meeting of the Minds: Dementia Conference” Mountain AHEC

“Comfort with Conflict”, Mediation Training

“Mental Health First Aid”, Northwest AHEC

Microsoft Office, including Publisher and PowerPoint

Ombudsman Documentation Information System, Program Administrator

### **LEADERSHIP**

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

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

Chair, Wilkes Multidisciplinary Team (2014-2016)

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

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

### **AWARDS AND HONORS**

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

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

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

### **HOBBIES AND INTERESTS**

Cooking, Travel, Gemology, Hiking