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

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Adult Care Home Community Advisory Committee: Submitted  
Alliance Health : Submitted  
Board of Adjustment: Submitted  
Planning Board: Submitted  
GoTriangle Transit Citizen Advisory Committee: Submitted

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

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☒ GoTriangle Citizen Advisory Committee

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

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☒ Alliance Behavioral Healthcare

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

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☒ Adult Care Home Community Advisory Committee

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

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☒ Planning Board

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

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☒ Board of Adjustment

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

---

☒ None Selected

Andrew

First Name

D

Middle Initial

Puckett

Last Name

2822 CROYDON ST

Street Address

Suite or Apt

RALEIGH

City

NC

State

27610

Postal Code

**What district do you live in?**

---

None Selected

Mobile: (703) 946-5191

Primary Phone

Home: (703) 946-5191

Alternate Phone

andrew.puckett13@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

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## Interests & Experiences

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

I would like to get involve to influence and assist my county in becoming a more desirable place to live and work

## Work Experience

I attached my professional resume. In summary I started my career as an analyst and now transitioning to be a Scrum Master

## Volunteer Experience

I volunteered for Raleigh City Farm and Raleigh's LGBT Center

## Education

I graduated from Virginia Tech in 2013 with a BS in Information Technologies I'm a certified Agility Health Facilitator as well as a Professional Scrum Master - 1

## Comments

I'm looking to get my feet wet getting involved in the county; looking for an adjutant or supporting position to start.

[Andrew Puckett Resume 2020.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

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## Demographics



Date of Birth

Gender \*

☒ Male

Ethnicity \*

☒ Asian

☒ 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>

<https://www.linkedin.com/pub/andrew-puckett/47/3/38a>

## **Skills:**

- Agile Methodology, kanban, MS Office (Excel, Word, PowerPoint, Visio), DCL and Content Publishing, SQL, DB2, RUMBA, Oracle Advance Benefits, Soap, REST, HttpWatch, Fiddler, SAML 2, OIDC, PingFederate Admin, Salesforce, Saleslink, Microsoft Dynamics, Splunk, Loggly, Jira, Confluence, Catalyst

## **Experience:**

### **Fidelity TalentSource - Scrum Master 11/19 - Current**

- Spearheading culture of Agile within Workplace Solutions
- Encouraging best practices of Agile like vertically spliced stories & self-organizing teams
- Facilitating Agile practices like sprint planning, story refinement, retrospection
- Dual role with Systems Analyst responsibilities below

### **Fidelity TalentSource - Systems Analyst - 4/18 - 11/19**

- Reviewed user experience to identify gaps and determine development need
- Onboarded internal applications to RBAC (Role Based Access Controls) java based solution
- Assisted with SOAP & Restful service validation using Soap UI or Swaggers
- Maintain Work intake board to track consumer requests
- Updated Service Now to ensure application ecosystem awareness for Senior Management

### **Zift Solutions - Business Analyst - 9/16 - 4/18**

- Lead implementation for MDF ( marketing development funds ) solution with mid and strategic market clients and their vendors.
  - reviewed gaps between current solution and development need
  - created user stories and identified priority with Agile development team using Jira
  - facilitated meetings series between vendor and clients' multiple marketing related functional teams
- Troubleshooted large equipment manufacturer integrations between client's CRM, our product's CMM, and dealer's CRM solutions
  - troubleshooted multiple groups within client having different use cases with product
  - Worked multiple timezones to accommodate US domestic and International resources
- Worked with Sales to write SoW's and advise on product fit

### **Fidelity Investments - Systems Analyst - 7/13 - 9/16**

- Interacted with vendors and (mid to strategic) clients.
  - Requirements gathering on new SSO product offerings.
  - SSO spec walkthrough; covering inbound and outbound scenarios.
  - Troubleshooting of SSO connection setup using Splunk
- Formulated web-based regression test suite for full ecosystem coverage.
  - Authentication, BU authorization components, and data mining.
- Facilitated outbound migration of vendors to new PingFederate platform.
- Earned WI Green Mile in 2015 from Annual Enrollment Program Manager

## **Certification:**

- Professional Scrum Master I - <https://www.scrum.org/certificates/498398>

## **Education:**

- 2013 Virginia Tech - Business Information Technology

## **Community Service:**

- Development Committee LGBT Center of Raleigh
- Aspire Administrations Lead : Black and Latino Employee Resource Group

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

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Alliance Health : Submitted  
City of Raleigh Planning Commission: Submitted  
Human Services Board: Submitted  
Juvenile Crime Prevention Council: Submitted  
WakeMed Hospital Board of Directors: Submitted  
Wake County Steering Committee on Affordable Housing: Submitted  
Population Health Task Force: Submitted

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

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☒ Human Services Board

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

---

☒ Alliance Behavioral Healthcare

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

---

☒ Juvenile Crime Prevention Council

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

---

☒ WakeMed Hospital Board of Directors

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

---

☒ Population Health Task Force

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

---

☒ City of Raleigh Planning Commission

Marvin

First Name

R

Middle Initial

Lewis

Last Name

4108 Highbrook Trail

Street Address

Suite or Apt

Raleigh

City

NC

State

27616

Postal Code

**What district do you live in?**

---

None Selected

Home: (918) 830-6614

Primary Phone

Home: (918) 830-6614

Alternate Phone

randylewis3@gmail.com

Email Address

Self

Employer

Chaplain

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?**

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As a community minister, chaplain, and volunteer, service has been my life and calling. My experience, commitment to excellence, and education make me a good candidate to continue to serve in this capacity. I feel I can contribute to any board that I am fortunate enough to be invited to serve on.

## Work Experience

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Chaplain Resident Durham VA Medical Center May 2019 – May 2020 Managing Director Clergy 211, Raleigh, NC Feb. 2013 - Present Sr. Business Consultant ValorBiz Professional Services, Tulsa, OK Sep. 2012 - Apr. 2016 Adjunct / Community Minister All Souls Unitarian Church, Tulsa, OK Aug. 2009 - Sep. 2014 General Manager Sunshine Furniture, Tulsa, OK Dec. 2007 - Mar. 2009 Owner & General Manager Bedding One, Tulsa, OK Mar. 2006 - Oct. 2007 Store Manager Evans / Mathis Bros. Furniture, Tulsa, OK Jun. 2000 – Nov. 2005 Founding Sr. Pastor City of Praise Family Worship Center, Oklahoma City, OK Feb. 1996 – Jun. 2000

## Volunteer Experience

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- Organize fundraising and social awareness campaign (OK, We're Ready! Marriage Equality, 2014)
- Work with individuals with developmental disabilities (Bios Corporation, Sapulpa, OK, 2008)
- Serve as Program Service Life Coach at Tulsa Re-Entry 'One Stop' Program for newly released inmates (2012-2014)
- Correspondence and pen-pal ministry with inmates through Church of the Larger Fellowship and other local social-justice ministries
- Recruit, coordinate, and support volunteers from the community and various organizations to participate in classes, workshops, summer camps, justice ministries, and reproductive-clinic escorts
- Board Chairperson, LGBT Center of Raleigh
- Prison educational program coordinator (All Souls Unitarian Church, Tulsa, OK): Develop inmate life-skills curricula (David L. Moss Criminal Justice Center, Tulsa, OK), including the following courses and workshops

## Education

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Master of Divinity Phillips Theological Seminary, Tulsa, OK Master of Business Administration Southern Nazarene University, Tulsa, OK Bachelor of Organizational Leadership Southern Nazarene University, Tulsa, OK

## Comments

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[202007\\_Randy-Lewis-CV-UUA.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

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## Demographics



Date of Birth

**Gender \***

☒ Male

**Ethnicity \***

☒ African American

---

## 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>

# M. Randy Lewis, M.Div., M.B.A., CCC

Organizational Leader & Consultant • Trainer & Mentor • Community Minister & Chaplain

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Phone: (918) 830-6614

Email: [randylewis3@gmail.com](mailto:randylewis3@gmail.com)

Address: 4108 Highbrook Trail, Raleigh, NC 27616

LinkedIn: [linkedin.com/in/randylewis/](https://www.linkedin.com/in/randylewis/)

## PROFESSIONAL SUMMARY

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Community minister, certified chaplain, and business executive with outstanding interpersonal and communication skills and over 15 years of experience in organizational development and community and congregational leadership. **Expertise in pastoral and spiritual counseling, education, and mentorship.** A compassionate pastoral care professional with proven interdenominational and multi-faith competencies, who provides counseling, support, and guidance in times of change and advocates for Unitarian Universalist principles and values. Proven success in advancing organizational goals and increasing cross-congregational and community engagement. Uncompromising personal and professional integrity; adherence to the highest ethical standards; dedication to service.

## AREAS OF EXPERTISE

### Program Management & Training and Educational Initiatives

- **Combine** expertise in strategic planning, administration, and organizational leadership for non-profit and for-profit organizations with strong qualifications in change management, problem resolution, and policy and procedural development.
- Facilitate multifunctional process improvement.
- Guide organizations in discovery and fulfilment of their missions; encourage spiritual development; and expand congregations' participation in outreach activities.
- Develop and facilitate leadership and staff training programs, workshops, and seminars on multicultural competency, diversity, class, racial justice, gender-identity awareness, and principles of spiritual care.
- Design and implement marketing and advertising campaigns, including social-media marketing.
- Define and communicate service standards.
- Organize fundraising campaigns.
- Handle multiple facets of business and organizational management, including finance, technology selection and implementation, state and local regulatory compliance, client document management, etc.
- Prison Education Program coordinator (*All Souls Unitarian Church, Tulsa, OK*): Develop inmate life-skills educational curricula (*David L. Moss Criminal Justice Center, Tulsa, OK*), including:
  - **Broken System (based on Alexander's *The New Jim Crow*; 6-week workshop);**
  - **Criminal Thinking Course (based on Yochelson and Samenow's *A Study of Thinking Patterns in Criminals*, a therapeutic approach to working with juvenile and adult offenders);**
  - **Finding Your Creative Voice (8-week poetry and spoken-word course for inmates in collaboration with local artists and other community partners);**



- o **World Religions (8-week course).**
- Direct inner-city youth summer camps; develop training manuals for staff and volunteers.
- Train and coach managers and team leaders on strategic alignment, organizational culture, performance assessment, work styles, etc.
- Work with interdisciplinary teams to develop employee training, policies, and procedures.
- Conduct non-profit and small-business financial analysis and valuation.
- Conduct behavioral interviewing and recruitment.
- Manage multi-regional clergy and client database. Enforce and monitor accuracy of reporting and data integrity.
- Equip ~~interdisciplinary~~ staff and lay leaders with resources to **coordinate programs, services** and events.
- Develop curricula and facilitate evidence-based mental health and spirituality groups, using ACT methodology (Veteran Affairs Medical Center, Durham, NC.).
- Attend interdisciplinary team meetings and provide spiritual input for developing care plans.
- ~~Prepare & Enrich Trainer and Facilitator:~~ <http://pe-clergy211.org>

### **Multicultural Leadership Competencies**

- **LGBT Center of Raleigh Board Chair (since 2017; \$650,000 annual budget):** <https://www.lgbtcenterofraleigh.com/about-the-center/center-people/board-of-directors.html> -
- Serve as a minister in multi-faith, interdenominational, and UU congregations, with diverse cultures, systems of beliefs and non-belief, and varying spiritual needs.
- Organize and coordinate interfaith religious services.
- Provide spiritual guidance to care recipients and staff members across various religious belief systems.
- Develop and conduct multicultural sensitivity and competence training programs.

### **Community and Pastoral Ministry**

- Plan and conduct worship services and congregational events.
- Provide individual, couple, family, and group counseling.
- Provide recurring on-call pastoral emergency care services.
- Conduct hospital, shut-in, senior, and correctional facility visitations.
- Officiate and conduct memorial and funeral services, weddings, dedications, and other life-event ceremonies.
- Ministerial presence at Black Lives Matter, Moral Monday events, protest, marches.
- Offer invocations and benedictions at community, civic, and sporting events.
- Conduct lectures and keynote presentations on a variety of subjects including LGBTQ+ safe spaces and community advocacy, criminal justice, entrepreneurial ministries and antiracism.

### **Advocacy and Volunteerism**

- LGBT Center of Raleigh Board Chair (since 2017; \$650,000 annual budget): <https://www.lgbtcenterofraleigh.com/about-the-center/center-people/board-of-directors.html>
- MeetUp group organizer for LGBTQ+ community:
  - o Triangle LGBTQ Couples and Friends (1,400+ members): <https://www.meetup.com/Triangle-LGBTQ/>

- o Triangle LGBTQ Active Adventures (1,700+ members):  
<https://www.meetup.com/Triangle-LGBTQ-Active-Adventures/>
- Organize fundraising and social awareness campaign (OK, We're Ready! Marriage Equality, 2014): [https://youtu.be/F7l\\_XM-wv8I](https://youtu.be/F7l_XM-wv8I)
- Work with individuals with developmental disabilities (*Bios Organization*, Sapulpa, OK). (2008)
- Serve as Program Service Life Coach at the *Tulsa Re-Entry 'One Stop' Program* for newly released inmates. (2012-2014).
- [Correspondence and pen-pal ministry with inmates through Church of the Larger Fellowship and other local social justice ministries.](#)
- Recruit, coordinate, and support volunteers from the community and various organizations to participate in classes, workshops, summer camps, justice ministries, and reproductive services escorts.
- ~~Work with individuals with developmental disabilities (*Bios Organization*, Sapulpa, OK).~~
- ~~Serve as Program Service Life Coach at the *Tulsa Reentry 'One Stop' Program* for newly released inmates.~~
- ~~Recruit, coordinate, and support volunteers from the community and various organizations to participate in classes, workshops, summer camps, justice ministries, and reproductive services escorts.~~

### **Counseling and Spiritual Care**

- Represent a spiritual presence and connection with the religious/spiritual roots of the hospice, **palliative care** and **end of life** process.
- Facilitate staff and patient prayer and meditation services.
- Serve as a spiritual resource to team members and assist them in their growth or in dealing with their grief.
- Provide individuals, couples, families, and groups of various socioeconomic and religious backgrounds with premarital, marital, conflict, addiction, crisis, and bereavement counseling and conferences.
- Document patients' and/or families' religious/spiritual needs and resources on the intake/assessment form and complete progress notes in the patients' charts following each contact.
- Raise, when appropriate in a patient-care conference, the possibility of spiritual needs of the patient and family and report interventions.
- Provide, when invited, direct spiritual counsel, prayer and sacraments to patients and their families.
- Interface with the patient/family's own clergyman, rabbi, or congregation, when requested.
- Offer ministerial presence at time of death, as needed, and officiate at funeral and memorial services.
- Participate in the patient/family problem-oriented care plan.
- Support care recipients through crises and emotional issues with empathy, active listening, prayer, meditation, scripture, and spiritual guidance.
- Support individuals and families in post-death bereavement process.
- Maintain a directory of community resources and provide referrals to educational and support groups, counseling, and crisis-response services.
- Provide literature and spiritual resources that may be of assistance to patients and families.

## **RELEVANT PROFESSIONAL EXPERIENCE**

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<b>Chaplain Resident</b> Durham VA Medical Center	<b>May 2019 - May 2020</b>
<b>Managing Director</b> Clergy 211, Raleigh, NC	<b>Feb. 2013 - Present</b>
<b>Sr. Business Consultant</b> ValorBiz Professional Services, Tulsa, OK	<b>Sep. 2012 - Apr. 2016</b>
<b>Adjunct / Community Minister</b> All Souls Unitarian Church, Tulsa, OK	<b>Aug. 2009 - Sep. 2014</b>
<b>General Manager</b> Sunshine Furniture, Tulsa, OK	<b>Dec. 2007 - Mar. 2009</b>
<b>Owner &amp; General Manager</b> Bedding One, Tulsa, OK	<b>Mar. 2006 - Oct. 2007</b>
<b>Store Manager</b> Evans / Mathis Bros. Furniture, Tulsa, OK	<b>Jun. 2000 - Nov. 2005</b>
<b>Founding Sr. Pastor</b> <b>Feb. 1996 - Jun. 2000</b> City of Praise Family Worship Center, Oklahoma City, OK	

## EDUCATION HISTORY

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<b>Master of Divinity</b> Phillips Theological Seminary, Tulsa, OK	<b>May 2013</b>
<b>Master of Business Administration</b> Southern Nazarene University, Tulsa, OK	<b>Oct. 2010</b>
<b>Bachelor of Organizational Leadership</b> Southern Nazarene University, Tulsa, OK	<b>Feb. 2008</b>

## RELEVANT CERTIFICATIONS & ASSOCIATIONS

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- UU Society for Community Ministries member (<https://www.uuscm.org>)
- Certified Pastoral Education (5 units)
- Clinical Certified Chaplain (CCC)
- Prepare & Enrich *Trainor and* Facilitator (<https://www.prepare-enrich.com>)<http://pe.clergy211.org>)
- Graduate of Landmark Forum and Advanced Course (<https://www.landmarkworldwide.com>)

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

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Alliance Health : Appointed

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

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☒ Alliance Behavioral Healthcare**Please select your second Board preference: \***

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☒ 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: \***

---

☒ None Selected

Angela

First Name

L

Middle Initial

Diaz

Last Name

789 Fallon Grove Way

Street Address

Suite or Apt

RALEIGH

City

NC

State

27608

Postal Code

**What district do you live in?**

---

☒ District 5

Mobile: (919) 210-3884

Primary Phone

Home: (919) 210-3884

Alternate Phone

adiaz@aledade.com

Email Address

Angela Diaz

Employer

VP, Network 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

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## Interests & Experiences

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

As a clinician (physical therapist by training), I started my career caring for and treating patients, my core passion! In my earlier work, I had the opportunity to work with a Medicaid waiver program to serve developmentally disabled children. As a provider for Medicaid, I found the program did not support the needed services for patients/recipients and many times had to offer pro bono services. After I sold my private practice, a few decades later, I began my journey in value-based care, whole-person care, focused on healthcare outcomes and how payers, including Medicaid could improve their reimbursement model to ensure the right care is delivered and at the right time. Recently, my work as a leader of the NC DHHS Medicaid Transformation team was inspiring and to say the least, challenging. I learned how difficult it is to stand up a new payment model in Medicaid. Most importantly, the goal remains to ensure members are served and providers are reimbursed for their services. It has definitely been a journey, and I do believe, we are fortunate to have strong state leadership who are passionate about the success of this program. Their leadership, coupled with provider and member strong advocacy, this program will not only continue to serve the needs of many citizens in NC. Currently, I have returned to the ACO (accountable care organization) space, working with independent physicians, giving them access to value-based agreements and helping them thrive in this space. These independent physicians are the cornerstone to moving this needle towards lowering total cost of care and improving health care outcomes, while providing whole-person care. Bridging behavioral services is imperative to achieving these outcomes!

## Work Experience

Please refer to my resume for details

## Volunteer Experience

Association for Hospice and Home Care of NC/Professional Development Committee member 2012-2014  
NC Board of Physical Therapy Examiners Jan 2012-Dec 2014  
Federation of State Boards of Physical Therapy/Foreign Trained Standards Committee member Jan 2014-Dec 2016  
CMS Health Care Payment Learning Action Network March 2015-June 2016

## Education

Please refer to my resume for details

## Comments

I appreciate your consideration to serve in this capacity. My hope is that through my experience and compassion, I will add value on how to better serve the citizens of our state, who require behavioral supports.

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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

☒ Hispanic

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## Other

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

☒ Current Wake County Volunteer

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

n/a

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>

**Angela Diaz, PT, MBA, PMP**  
789 Fallon Grove Way, Raleigh, NC 27608  
C: 919-210-3884 | E: diazang@bellsouth.net

## **CAREER PROFILE**

- Experienced in operations, fiscal management, general marketing and business development.
- Innovator with keen business sense who consistently orchestrates dynamic growth in market share and net revenue.
- Innovative problem solver and effective communicator adept in delivering superior customer service.
- Goal-oriented leader with high degree of business and financial acumen with ability to manage multiple functions simultaneously.
- Fluent in English and Spanish.

## **PROFESSIONAL EXPERIENCE**

### **Aledade**

#### VP, Network Development

**May 2019-present**

Responsible for the ongoing development and growth of North Carolina and Virginia (as opportunities arise). Developed a growth plan and hired a team to support the growth goals. Continuously meet and/or exceed growth targets. Maintain strong relationships with key stakeholders; BCBSNC, UHC, Aetna, Humana, NCMS, NCAFP, NCDHHS, NCCHCA. Conduct speaking engagements at industry conferences, and have been a member of the NCMS Population Health Collaborative since its inception.

#### NC Executive Director

**May 2018-May 2019**

Developed and launched the North Carolina market from 2-100+ practice partners. Implemented Aledade's programs and technologies and demonstrated excellence in creating "buy-in" with providers to promote and effect change in the way healthcare is delivered. Hired local staff to support this transformation work across the state. Identified and hired local medical directors in the 4 governed regions. Continue to manage and build relationships with key stakeholders; NCAFP, NCMS, NCDHHS, BCBSNC, UHC, Aetna, Humana.

#### Key Accomplishments

- Secured 83 physician partner practice locations/77k+ LUM
- Launched 2 MSSP ACOs; 4 BCBS Commercial/MA ACOs/1 UHC MA ACO

### **Department of Health and Human Services/Division of Health Benefits, Raleigh, NC**

**May 2016-May 2018**

#### Interim COO

#### **October 2016- August 2017**

Responsible for the leadership, management and vision necessary to contribute to the Division and the department of Health and Human Services (DHHS) for the Transformation from a Fee for Service to a Managed Care model. Secure the technical assistance required to support the project. Provide oversight to the project management office (PMO) to ensure the project is on task from a scope, budget and timeliness perspective. Strengthened internal and external stakeholder relationships, including the Medicaid Leadership Operations team.

#### Senior Operations Manager

Directing the key operational activities within the Division of Health Benefits for Medicaid Reform. Assists the Assistant Secretary of Transformation and COO in strategic planning and monitoring the overall Division performance metrics and best practices, to ensure that the Division provides quality, efficient and innovative services to the Medicaid beneficiaries of North Carolina.

### **3HC Home Health and Hospice Care, Eastern NC**

**Jan 2016-May 2016**

#### Director of Strategic Initiatives

Responsible for developing and implementing strategic initiatives, including an innovative marketing campaign, to increase brand awareness and strengthen market position. Develop systems to adequately support post-acute healthcare service delivery, measure outcomes and encourage accountability. Participate in community events and efforts, to facilitate transformation to value-based purchasing. Lead and direct a team of 15+ value-based partners/community relations professionals.

#### Key Accomplishments

- Rolled out CCJR initiative with 5 hospitals
- Initiated partnerships with 4 Accountable Care Organizations

# Angela Diaz, PT, MBA

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## **The Carolinas Center for Medical Excellence- Cary, NC**

**2014-2015**

### Director of Provider Services

Responsible for the development, marketing, and operation of self-sustaining programs and services that assist providers to improve the clinical effectiveness of health care. Assure that CCME maintains its physician CME accreditation at the highest level possible. Develop the division's annual budget and assure that the division meets or exceeds income projections while maintaining cost effectiveness. Establish and direct a system to identify and obtain contracts and grants that support CCME's mission, vision, and goals. Develop and maintain relationships with external organizations to further CCME's mission, vision, and goals.

#### Key Accomplishments

- Built, trademarked, launched and secured clients for ConvergeX, a patient-centric, predictive model solution; Duke Connected Care ACO and Coastal Carolina Quality Care ACO (#2 ACO in the country for care coordination);  
**achieved break even in 1 year**
- Implemented additional consulting services: Physician Quality Reporting System (PQRS), Patient Centered Medical Home (PCMH); secured 300+ clients
- Launched e-Learning initiative
- Developed the divisional vision and strategy for successful execution of objectives

## **Gentiva Health Services - Youngsville & Durham, NC**

**2009-2014**

### Director of Branch Operations (2011-Present)

Responsible for the overall general management of branch operations. Provide leadership in the planning and implementation of strategies resulting in the delivery of quality patient care resulting in positive clinical/wellness outcomes. Effectively manage financial fundamentals / metrics of the business achieving a profitable operation and increasing revenue. Conduct continuous reviews of results; initiate clear, succinct, appropriate plans of action based on a balance of analysis, knowledge, experience and judgment; and effectively utilize the contributions and accomplishments of team members and support resources.

#### Key Accomplishments

- Home Care Elite, 2013
- **30 day readmission rate 12.5% compared to national average of 16%**
- Professional Development Committee Member for the Association for Home & Hospice Care of NC

### Director of Rehabilitation (2009-2011)

#### *Senior Care in Home Health in Durham, NC: Vestibular and Orthopedics Programs*

Directed clinical, operational, financial, sales and business development aspects of the specialty. Developed and participated in the annual business plan and budget, analyzed the market environment, gross profit, and ensured overall growth and profitability for the specialty. Provided training to all staff within the specialty to ensure excellence in clinical care outcomes, wellness and customer service.

#### Key Accomplishments

- **Greatest admission growth (35%)** and highest percentage of therapy services (81%) in Eastern NC
- 100% of Orthopedic Admission goal achieved.
- Secured ""provider of choice"" agreements with leading orthopedic physician

## **Duke Raleigh Hospital: A Division of Duke Medicine - Raleigh, NC**

**2007-2009**

### Director of Orthopedic Service Line

#### *186 Bed Hospital; Oncology, Cardiology and Orthopedics*

Responsibilities included managing a team of 25 professional staff with influence across orthopedic service line; surgeons, referring physicians, nursing teams in OR and Ortho floor, patient navigator and imaging. Focus was on growing orthopedic services and developing talent. Collaboration with business development team, building relationships with external physicians and growing new business.

#### Key Accomplishments

- Surpassed fiscal goal; **\$5.4 million in profit**
- Initiated and facilitated physician discussions, resulting in negotiations of device cost savings of ~1 million for the organization



# Angela Diaz, PT, MBA

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- Article published in ADVANCE for PT and Rehab Medicine, "Ahead of the Curve", August 11, 2008
- Leadership Raleigh (Raleigh Chamber of Commerce)

## **Baptist Health South Florida - Miami, FL**

**2000-2007**

### Director of Business Development (2005-2007)

*Imaging, Ambulatory Surgery, Home Health, Executive Health, Occupational Health, Wellness, and Sleep Services.*

Responsibilities included managing a team of 10 business development associates; ensure legal and regulatory compliance, talent management, fiscal management, vision setting and planning, operational management and database management. Expanding outpatient services from Miami-Dade County to Broward County. Increased physician referrals by 1,100, including Ambulatory Surgery Center partnership agreements.

#### Key Accomplishments

- Contributor to The Advisory Board publication regarding Physician Development
- **Presented ROI of division to Board of Directors/\$34M profit**
- Leadership Miami (Greater Miami Chamber of Commerce)

### Manager of Imaging Services: Doral, West Kendall and Coral Gables (2003-2005)

*Outpatient Imaging Services: PET/CT, Computed Tomography, MRI, Ultrasound, Mammography, Core Biopsy, Bone Density and Digital Radiography.*

Responsibilities included managing \$18 million in resources, leading 3 supervisors/36 employees, launching new business services, developing internal and external customer relationships, engaging physicians, and achieving successful outcomes in the critical success factors; financial, clinical, patient satisfaction and employee satisfaction.

#### Key Accomplishments

- Board of Director, Doral Business Council, 2004-2007

### Supervisor of Outpatient Orthopedic Rehabilitation (2000-2003)

*Outpatient-Specialties: Sports Medicine; ACL reconstruction, RTC repairs, Lymphedema, Chronic lumbar/cervical spine disorders, joint replacements and wellness programs.*

Responsibilities included clinical supervision/20 employees, monitoring patient scheduling/staffing, preparing payroll, and marketing, improving patient satisfaction scores, program evaluation and providing patient care.

#### Key Accomplishments

- Developed and implemented a marketing committee; building physician to therapist relationship, reversing negative trend of referrals to program

## **Beacon Rehabilitation Center, Inc. - Miami, FL**

**1993-1999**

### President & Owner

*Outpatient-Specialties: Chronic lumbar/cervical spine disorders, joint replacements, work-related injuries, neurology (TBI, ALS, MS, CVA), Home Health, and wellness programs.* Developed, marketed and managed company's outpatient rehabilitation services (physical, occupational and speech therapy).

#### Key Accomplishments

- **Built start-up company to 3 offices, 20 employees, and 700 patient visits/month; 150% annual growth**
- Developed diverse client base including Medicare, HMO's and Worker's Comp; negotiated all contracts
- Achieved accreditation from Medicare as a rehab agency.
- Trademarked company name and logo
- **Profitable sale of company**

## **EDUCATION**

**Project Management Professional (PMP) Certification #5012087**

**2017**

**MBA, Executive Management - Florida International University**

**2004**

**BS, Physical Therapy - Florida International University**

**1990**

# Angela Diaz, PT, MBA

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## OTHER KEY ACCOMPLISHMENTS

- ALS Association-NC Chapter Medical Advisory Council, 2018
- NC Compass (Comprehensive Post-Acute Stroke Services) Study Advisory Board member, 2017
- NCIOM All Payer Claims Database (APCD) Steering Committee Member, 2016
- Joint Legislative Oversight Committee presentation on Medicaid Transformation, November 2016
- National Association of ACOs (NAACOs) business partner, 2015
- North Carolina Healthcare Information and Communications Alliance (NCHICA) member; presented ConvergeX ACO solution to the NCHICA roundtable, August 2015; currently nominated for a Board of Director position (results to be announced in September 2015); member of the Analytics and Informatics Workgroup
- North Carolina Medical Society (NCMS) member; presented ConvergeX ACO solution to the NCMS Foundation, Towards Accountable Care Consortium, March 2015
- Governor appointment to the NC Board of PT Examiners, Term 2012-2014
- NC Alternate Delegate for the Federation of State Boards of PT, 2013
- FEPT Task Force Member for the NC Board of PT Examiners, 2013
- Outstanding Alumni Achievement Award, Florida International University, 1997
- Biography published in El Nuevo Herald (Spanish edition of the Miami Herald), *“Una mujer siempre en busca de nuevas metas”* (A Woman Always in Search of New Goals), July 22, 1997
- Article published in the National Physical Therapy Bulletin, *“Florida Physical Therapist Joins Patient to Help Increase Awareness of ALS”*, September 1997
- Established South Florida’s first golf fundraiser for ALS (Lou Gehrig’s disease) and Co-founded the Miami ALS Foundation, raising initial donation of \$75,000, which was saluted by Miami-Dade Mayor, Alex Penelas, through a proclamation observing ALS Golf Classic Day, February 15, 1997
- Appeared on ABC’s, *“The American Health Front”*, publicizing Beacon Rehabilitation Center’s services and involvement with ALS patients, June 1997
- Profile published, *“Helping People Help Themselves: Alumni Blend Healing Profession with Entrepreneurial Approach”*, June 1996
- Southeast District Council Member for the Florida Physical Therapy Association, 1996-1998: Community Service Committee; developed largest fundraiser in the history of the American Physical Therapy Association
- Board of Director, Florida International University Alumni Association, 1995-2000

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

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

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

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☒ Wake County Water Partnership

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

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☒ Adult Care Home Community Advisory Committee

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

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☒ Alliance Behavioral Healthcare

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

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☒ 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?**

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☒ District 7

Mobile: (704) 906-6260

Primary Phone

Business: (919) 707-3007

Alternate Phone

emilyhughes1093@gmail.com

Email Address

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

☐ Yes ☒ No

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**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 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.

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## 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.

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## Volunteer Experience

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

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## 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

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## Comments

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[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

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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?

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>

# Emily Hughes

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

[EH  
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## 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

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**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

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**NORTH CAROLINA NOTARY PUBLIC**

Commission expires May 31, 2023

**FEMA Certification**

Completed on Nov. 15, 2018



## Interests and Community Involvement

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### **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



