

November 18, 2019

Rhonda P Boyles



Subject: Personal background summary

- 1970 Graduated from Central Aroostook High School, Mars Hill, Maine. Salutatorian and President of the National Honor Society.
- 1971-1973: Three semesters at Eli Whitney School of Nursing at Yale University, New Haven, Connecticut.
- 1974: Moved to Fairbanks Alaska to attend the University of Alaska and work on the pipeline.
- 1974-1981: 48 credits in Business, Health, and Nutrition, and Accounting
- 1980-1988: Director of Foodservice, Fairbanks North Star Borough School District
- 1982 Purchased the Wendy's Franchise (First women in the US to own) and built three Wendy's restaurants. Sold all three in 2005.
- 1985-1993 Owned Clinkerdaggers Restaurant for eight years.
- 2000-2003: Fairbanks North Star Borough Mayor: Served on Alaska Port Authority Board
- 2005-2010: Enstar Natural Gas Board of Directors
- 2008-2011: Fairbanks Pioneer Home, Certified Nurses Assistant, Medical and CPR certification
- 2011-2016: Special Assistant to Congressman Don Young

Subject: Organizational membership:

- Board of Directors, Alaska Crippled Children and Adults
- Quota Club International Board of Directors (Speech and Hearing-Impaired work)
- Rotary Club of Fairbanks
- Greater Fairbanks Chamber of Commerce, Chairman, Board of Directors
- Vocational Educations Statewide Advisory Board, University of Alaska, Chair
- Agricultural Commission, Chair, State of Alaska
- Fund Raising Committee, Morris Thompson Center
- Participated in numerous ad hoc and special committees and usually in the fund-raising capacity.

- I have worked for many years with Senator Stevens, Senator Murkowski, Senator Sullivan and Congressman Young on projects, case work, and campaigns. Sometimes as an employee and sometimes a volunteer.

Subject: Current status

2016 to present: Caregiver to my husband of 25 years, Vernon H Boyles, who had Diffuse Lewy Body Disease and the lack of expert medical care and professional knowledge here in Alaska, forced us to relocate near medical staff who understood this fast moving and difficult to diagnose disease that is often confused with Parkinson's and Alzheimer's. The support of the expert doctors at Banner Alzheimer's research in Phoenix allowed me to keep him home and care for him longer than the predicted time. He died of the disease that robbed him of so much every day and finally robbed me of him, April 1, 2019, 24 months after diagnosis.

Vernon and I lived in Interior Alaska all our adult lives and loved our home. My Lewy Body educational story is overwhelming, as is the caregiving, because that disease is devastating, dangerous, unpredictable, and medications available to control the symptoms are new and not yet developed. Alzheimer's disease like so many mental health diseases are epidemic and our home, the State of Alaska, must be prepared to address them.

My mentor, Dr. William Wood, told me more than once that our State is rich in land, resources, and brilliant strong people. If we do not develop and protect them, they will cost us more than money.

At this point I can afford the time and will do whatever I can to help our home, Alaska, in any way I can.

Respectfully,

Rhonda Boyles

BRENT ALAN FISHER

EXPERIENCE & LAST TITLE

WORKABILITY ALASKA LLC

9/18-present Anchorage, AK

Partner

WorkAbility Alaska is a mobile group of therapists who assist in preventing workplace injuries. Results show a significant reduction in reportable worker's comp costs using WorkAbility services.

ALYESKA INTERNATIONAL, INC.

4/15-present Anchorage, AK

President & Chief Executive Officer

Alyeska International, Inc. is a C corporation qualified small business. Its aim is to find, buy, grow small businesses based in Alaska with potential to grow within and outside the state.

ALASKA SLEEP CLINIC

9/14-present Anchorage, AK

President & Chief Executive Officer

Alaska Sleep Clinic provides the most comprehensive services for sleep diagnostics, sleep equipment, sleep education, sleep telemedicine, and certified sleep disorders specialists in Alaska. ASC is the largest multisite clinic in Alaska and the only IDTF with AASM Accreditation.

BOARD ADVISOR FIRM, LLC

5/11-present Anchorage, AK

President

Advisor services to Boards and CEOs creating "Stronger Boards & Stronger Executives".

ALASKA SEARCH PARTNERS, LLC

10/12-3/15 Anchorage, AK

President

Alaska Search Partners is the first private equity Search Fund in Alaska. Its purpose is to find, buy, and grow companies in Alaska.

Alaska Heart Institute, LLC

12/09-5/11 Anchorage, AK

Chief Executive Officer

Leader of the largest medical professional corporation in Alaska. Services include general cardiology, electrophysiology, interventional cardiology, diagnostic cath lab, MRI, CT, Echocardiography, PET-CT, PAD, preventive heart program. Initiated new service lines and developed plans to expand offices throughout Alaska. Led the restructuring of corporate governance, clinic structure, quality peer review, and accountability culture. Implemented a new EMR, 100% computer hardware replacement. Represent the organization in professional organizations, academic programs, and Alaska state government initiatives.

EMPATH Consulting

3/04-11/09 Richmond, CA

Chief Operations Officer

Leader of a growing consulting and technology company transforming hospitals, providing the most sophisticated solution for hospital operations throughput in the world. Oversee project leadership in multi-billion dollar health systems and hospitals, including physician relations and communication, IT, & new product development (perioperative services, inpatient, emergency, radiology, procedures). Results:

- Grew organization by 400%. Developed the strategy for company growth and led implementation.
- Led development and implementation of 5 new IT software systems, 90 learning modules, 1,500+ process changes, and business intelligence dashboards.

Typical Client Results:

- Grew patient volume 25%+ with no added resources. -Length of stay reduction of 1 day.
 - Patient Satisfaction: Increase to 97th percentile from 30th percentile.
 - Created, developed, trained and lead a client Dept of Process Improvement: 11 FTEs; 60 ½ FTEs.
 - Designer/creator of IT systems: Hospital Activity Status Board-HASB®, ED Status Board-EDSB®, Radiology Activity Status Board-RASB®, Census Activity Worksheet-CAW, Pharmacy ASB®.
 - Team lead to create design and construction plans for a hospital prototype of the future.
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EXPERIENCE & LAST TITLE (continued)

St. Joseph Hospital of Orange

1/03-1/04

Orange, CA

Executive Director - Business Development

Chief strategy & business development executive: physician relations and recruiting, physician practice & service line development, medical office buildings (13 properties & 250,000 s.f.), and clinical concierge services in the 469-bed, \$900MM flagship hospital of the St. Joseph Health System.

- Introduced and created an infrastructure for leading and impacting the company-wide business strategy that increased accountability to business units, improved monthly analysis of data, identified service line growth opportunities, enhanced interdepartmental and intradepartmental communications.
- Quelled tense physician-hospital relations (1000 member medical staff).
- Key role in two physician-hospital joint ventures for the expansion of ENT and oncology service lines and construction of an 85,000 square foot facility.
- New service line development: Executive Physical, Bariatric surgery, Liver surgery, Hyperbaric Oxygen, Breast Surgery, Vascular Institute, Robotic surgery, Stone Center, Palliative Care, Women's Heart Center, Cancer Institute (including 85,000 s.f. building).
- Service line expansion: Colorectal Surgery, Occupational Medicine, Kidney Transplant, Cardiac Care Center, Sleep Center, Nasal & Sinus Center, Cancer Institute.
- Highest occupancy rate of medical office buildings in the last 3 years (95%).
- Physician recruiting cost avoidance of \$850,000+ (search fees & salary guarantees).

Loma Linda University Medical Center & Children's Hospital

4/95-12/02

Loma Linda, CA

Managing Director

Chief administrator/strategy executive of business units (Adult & Pediatric Emergency, Level 1 Trauma, Urgent Care, Occupational Medicine, & Chest Pain Center) & medical group with 65,000 patient visits, 75 physicians, and downstream net collections of \$80MM spanning a \$1.4 billion, 3-hospital, tertiary referral center, and integrated delivery system.

- Developed and implemented strategy of innovative, nationally recognized, operational structure that increased visits and revenues 30% in a hostile managed care environment.
 - Recruited, retained, built the best board certified physician medical group in the health system including pediatric emergency physicians when the previous group was terminated.
 - Implementation Teams: IDX software, electronic patient record, patient/provider satisfaction surveys, pediatric emergency dept, compliance plan, foundation model MSO, faculty med grp.
 - Admissions: 55% community hospital; 46% academic medical center; 35% children's hospital.
 - Developed an ED Cardiac Care Center which contributes 66% of all CCU admissions helping achieve Top 100 Heart Hospital status.
 - Developed a true pediatric emergency department including urgent care. Grew from 8 to 32 hours of attending coverage. Completed a new, expanded pediatric emergency department.
 - Expanded a fledging, post residency Pediatric Emergency Medicine Fellowship training program which became one of the few RRC accredited programs in the U.S.
 - Developed local training programs in BTLS, Pediatric BTLS and APLS.
 - Identified, researched, prepared a business plan, and helped found, with pediatric emergency physicians, nighttime pediatric clinics, totally unique in inland cities of southern California.
 - Oversight of research & funds for Emergency Medicine, Public Health Emergency Medicine, Pediatric Emergency Medicine, Emergency Medical Services.
 - Board member of 15 organizations: trade associations, professional associations, community Boards, advisory Boards, corporate Boards, editorial Boards. [see attached list]
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EXPERIENCE & LAST TITLE (continued)

Loma Linda University Medical Center & Children's Hospital 4/95-12/02 Loma Linda, CA

- Published 18 articles in 13 journals and magazines. Winner of the ACHE Edgar C. Hayhow Award for Best Article 2000. [see attached list]
- Professor and preceptor for graduate student interns performing strategy consulting projects/research/studies at the University of California-Riverside and Loma Linda University.
- Business advisor to physician Board member of a 450-MD foundation/MSO and Faculty Medical Group with 17 satellite facilities, 200,000 active patients, 30,000 capitated lives.

BOARD ADVISOR FIRM

8/93-4/95 Corona, CA

President

Advisor services to Boards and CEOs including strategy, acquisition analysis, market research, financial analysis, business plans focused on healthcare services and healthcare manufacturing.

VITAS Healthcare Corporation

7/92-8/93

Miami, FL

Corporate Operations Executive

Coached General Managers & VPs in business development strategy & decision tools for the largest multi-site hospice company in the U.S. with average daily census of 3500 patients and \$100MM revenue.

The University of Texas at Austin (graduate student)

8/90-6/92

Austin, TX

McGaw Labs - American Hospital Supply - Kendall Company

7/85-8/90

Irvine, CA

Business Manager

Spearheaded a start-up within a \$250MM medical device and pharmaceutical manufacturing company. Led growth to 190% of projections with 65% gross margin. P&L responsibility.

United States Army - Medical Service Corps

7/81-6/85

Monterey, CA

Captain - Silas B. Hayes Army Community Hospital

Executive (Company Commander) of an integrated delivery system with a 400-bed hospital and 120 physicians, 6 outpatient clinics and responsibility for 480 employees. Awarded the highest rating possible upon completion of command.

EDUCATION

The University of Texas at Austin

Austin, TX

MBA - Strategic Management

1992

Brigham Young University

Provo, UT

BA - International Relations & Portuguese

1981

Thunderbird School of Global Management

Glendale, AZ

Graduate Certificate - International Business

1987

Academy of Health Sciences

Ft Sam Houston, TX

Graduate Certificate - Medical Logistics Management

1981

EXECUTIVE EDUCATION

- W. Edwards Deming Quality Training
 - Total Quality Supplier Certification
 - Supply Chain Mgt
 - Just-in-Time Mgt
 - Medical Logistics Postgrad Course
 - Nuclear, Biological, and Chemical Disaster Management
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RECOGNITION / APPOINTMENTS

BBB TORCH AWARD FOR ETHICS BUSINESS OF THE YEAR 2018

EDGAR C. HAYHOW AWARD: Best Article 2000 - *Journal of Healthcare Management*

FELLOW: American College of Healthcare Executives (ACHE) 2003

FELLOW: American College of Medical Practice Executives (ACMPE) 1996

ASSISTANT CLINICAL PROFESSOR: Loma Linda University - School of Public Health

BOARD OF DIRECTORS

2016 – 17 State of Alaska, DHSS, Division of Public Health - *Telemedicine Workgroup Member*
2016 - Alaska Collaborative For Telemedicine & Telehealth (AKCTT) – *Board Member*
2012 - Denali Education Center – *Board of Directors*
2010 - 16 Alaska EHR Alliance – *Board of Directors & Executive Committee*
2013 - 14 Municipality of Anchorage - *Board of Equalization*
2009 - 11 Alaska Heart Institute, LLC – *Ex Officio Board Member & CEO*
2009 - 11 Alaska Cardiovascular Research Foundation – *Ex Officio Board Member & Exec Dir*
1995 - 09 Loma Linda University-School of Public Health-Health Admin - *Advisory Board*
2007 - 08 CMS Emergency Department Technical Expert Panel for National Quality Measures
2006 - 08 ACHE – Regent’s Advisory Council - Southern California Region
2003 - 06 ACHE– Regent’s Advisory Council - Magic Kingdom Region
2002 - 02 California Medical Group Association – *Founding Steering Committee*
2000 - 03 eKnowledge Group, Inc. - *Board of Advisors*
2000 - 02 Medical Group Management Association - Inland Empire - *Board of Directors*
2000 - 01 American Academy of Emergency Medicine - California - *Board of Directors*
1999 - 02 American Medical Group Association - *Board of Directors*
1999 - 04 National Healthcare Cost & Quality Association - *Board of Directors*
1999 - 05 The Unforgettables Foundation - *Advisory Board*
1998 - 04 *Journal of Cost & Quality* - Editorial Board
1997 - 02 Public Health Practice Forum (Loma Linda University) - *Advisory Board*
1997 - 00 Corona Public Library - *Board of Trustees & President*
1994 - 96 Corona Regional Hospice & Home Health Agency - *Advisory Board*

CROSS-CULTURAL EXPERIENCE

Overseas: 8 years - Brazil, Puerto Rico, Germany, and Japan

Languages: ILR: Portuguese – S3; Spanish – S2; Georgian – S1

Brazil: Planned and Directed conferences/training in Brazil. Meetings in Portuguese.

Puerto Rico: Liaison with manufacturing plant/suppliers.

Japan & Germany: Managed procurement agreements.

Research:

- Cross-Cultural Management - (Latin America, Japan, Middle-East)
 - Mexican Culture and Maquiladora Management
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WRITINGS

- Fisher BA. Commentary: Ask Hard Questions on Medicaid Expansion. *Anchorage Dispatch News*. April 20, 2015. p.B-4.
- Fisher BA. Before expanding Medicaid, Alaska should ask some hard questions. *Anchorage Dispatch News*. April 19, 2015. On-line.
- Fisher BA. Alaska Has Unique Health Care Challenges. *Anchorage Daily News*. July 21, 2011. p.A-7.
- Fisher BA. The Citizen Physician: Governance Principles Make the Difference. *Medical Practice Management*. November/December 2010. p.144-151.
- Fisher BA. Relevant Technology. *Group Practice Journal*. January 2010. 59(1):16-19.
- Couture ES, Fisher BA. Achieving Process Innovation. *Healthcare Executive*. March/April 2009. 24(2): 24-31.
- Fisher BA. The Keys to Successfully Managing Big Change. *Group Practice Journal*. April 2009. 58(4):44-47
- Fisher BA. Reinventing Cisco [Letter]. *Fast Company Magazine*. March 2009. p.19.
- Fisher BA. Transformative IT = Process Supportive IT. *Group Practice Journal*. January 2008. 57(1):26-32.
- Fisher BA. So That's Why It's So Expensive [Letter]. *Business Week*. August 10, 2006.
- Fisher BA. Fixing ER diversions [Letter]. *Modern Healthcare*. April 3, 2006. 36(14).
- Fisher BA. An Inventory of Patients: Workflow Concepts From Manufacturing Can Be Applied in Healthcare. *The Journal of Cost and Quality*. 2001. 7(2):30,32.
- Fisher BA. Physician Autonomy in the Managed Care Era. *Journal of Medical Practice Management*. 2000. 15(5):256-263.
- Fisher BA, Wittlake WA. Future of the Emergency Physician. *American Journal of Emergency Medicine*. 2000. 18(1):102-107.
- Fisher BA, Wittlake WA. Enhancing the Medical Practice: Consorting with the Emergency Department. *Journal of Medical Practice Management*. 2000. 15(4):181-186.
- Wittlake WA, Fisher BA. Hospital Collections from Emergency Department Admissions. *The Journal of Cost and Quality*. 1999. 5(4):27-28, 37.
- Fisher BA, Wittlake WA. Three Year Results of a Comprehensive Emergency Department Model. *Topics in Emergency Medicine*. 1999. 21(3):73-79.
- Fisher BA. Doctor Discontent [Letter]. *New England Journal of Medicine*. February 1999. 340(8):649-650.
- Fisher BA. What the Role of the Modern ED Should Be. *The Journal of Cost and Quality*. 1999. 5(1):28-37.
- Fisher BA. Unlikely Partners: The Emergency Department and Local Medical Group. *Group Practice Journal*. 1999. 48(1):32-35.
- Fisher BA, Wittlake WA. Emergency Department Takes the Offensive. *Medical Group Management Update*. 1999. 38(20):8,11.
- Fisher BA. Unlikely Partners: The Emergency Department and Local Medical Group (reprint). *Emergency Medicine News*. 1999. 21(2):2,22-23.
- Fisher BA. Serf or Citizen: Physician Status and Organization Structure. *Physician Executive Journal*. 1998. 24(4):45-51.
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WRITING (continued)

- Fisher, BA. The Emergency Department and Managed Care: A Synergistic Model. *Journal of Healthcare Management*. 1998. 43(4):339-355. [Edgar C. Hayhow Award]
- Anderson E, Fisher BA, *et al.* Factors Contributing Toward Emergency Department Utilization by Non-Emergency Patients. *Business and Health Administration Association Conference Proceedings*. March 1997.
- Fisher BA. The Emergency Department Under Managed Care: Exploring an Alternative Model. *College Review of the American College of Medical Practice Executives*. 1997. 14(1):15-38.
- Fisher BA. Flexibility in the Fixed Cost Emergency Department. *The Journal of Cost and Quality*. 1996. 2(4):7-11.
- Fisher BA. Capitation for Emergency Physicians [Letter]. *Annals of Emergency Medicine*. 1996. 28(3):374-75.
- Mellick LB, Fisher BA. The Managed Care ED: Paradigm Shifts or Mind Games? *Emergency Medicine News*. 1996. 17(3):2,8,18-20.
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PRESENTATIONS

- Current Thinking on Payment Reform Panel*, Alaska State of Reform Health Policy Conference; Anchorage, AK; September 30, 2011.
- Maximum Efficiency: How an Emergency Department without Diversions Transforms the Bottom Line*, Webinar: American College of Healthcare Executives, May 16, 2007.
- Maximum Efficiency: How an Emergency Department without Diversions Transforms the Bottom Line*, National Congress of the American College of Healthcare Executives, New Orleans, LA; March 19-23, 2007.
- Making Patient Flow Work: Admission, Discharge, & Transfer Management*, Management Innovations Poster Session, National Congress of the American College of Healthcare Executives, New Orleans, LA; March 19-23, 2007.
- Operations Transformation: Creating Operations Transparency and a Helpful Organization*, Management Innovations Poster Session, National Congress of the American College of Healthcare Executives, Chicago, IL, March 13-17, 2005.
- Group Citizenship in Emergency Medicine*, Business Forum-Recent Trends in Emergency Physician Group Acquisitions: How Current Corporatization Can Affect You, American Academy of Emergency Medicine, San Francisco, CA, May 23, 2000.
- Leadership and Control Systems*, Clinical Management Seminar, LLA School of Public Health, Dept of Health Administration, Loma Linda, CA, May 12, 1998.
- What to Watch in Emergency Medicine Capitation*, Emergency Care Capitation At-Risk Contracting Conference, The National Managed Healthcare Congress, San Francisco, CA, June 9, 1997.
- Strategy for an Emergency Department Market Niche*, Health Systems Strategic Planning, Loma Linda University-School of Public Health, Loma Linda, CA, November 14, 1996.
- The Managed Care ED: Paradigm Shifts or Mind Games?* Business Aspects of Emergency Medicine Conference, Elan Medical Systems, Portland, OR, September 27, 1996.
- Paradigm Shift to Managed Care EDs: The Loma Linda Case Study*, The Managed Care Emergency Department Conference, The National Managed Healthcare Congress, San Francisco, CA, May 13, 1996.
- Federalism in Multi-Specialty Physician Groups: The Right Blend of Autonomy and Centralization*, Health Administration Colloquia, Loma Linda University-School of Public Health, Dept of Health Administration, Loma Linda, CA, December 5, 1995.
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ANITA HALTERMAN

EDUCATION

Wayland Baptist University, Anchorage, AK

Master's in Business Administration with an emphasis in HealthCare Administration, 10/15

EXPERIENCE

Deeptree

Senior Sales Associate – 4/19 to current – 40 plus hrs/wk

- Research and target prospects, sales development and networking.
- Develop and submit weekly to quarterly sales forecasts, updates and reports.
- Conduct business meetings to introduce businesses to Deeptree.

Self Employed consultant & Independent Insurance Agent

Owner/Agency Development Manager - 12/16 to current – 40 plus hrs/wk

- Researched public policy and budget issues for members of the Alaska Legislature and public officials.
- Consulted employers on health and financial wellness and on voluntary employee benefit options.
- Licensed in accident/health & life.

State of Alaska Legislature

Legislative Aide & Chief of Staff - 1/15 to 11/16 – 40 plus hrs/wk

- Conferred and researched public policy and budget issues with members of the Alaska Legislature and public offices in an effort to develop legislation. We successfully carried two bills to passage in 2016.
- Prepared the office newsletter and developed constituent and other correspondence.
- Prepared materials and attended community events and meetings as a representative for the legislature.
- Coordinated meetings to discuss legislative issues, concerns and proposals.
- Attended regulatory meetings and prepared testimony for public hearings over statute changes.
- Participated in conferences, in order to monitor national policy trends and to address legislative ideas.
- Communicated with constituents, lobbyists, and the general public.

State of Alaska, Dept. of Health & Social Services,

Division of Senior & Disabilities Services

Health Program Manager I, Personal Care Assistant Services (PCA) - 11/06 to 1/15 – 37.5 hrs/wk

- From March 2012 to June 2012 served as interim manager for the PCA unit.
- Served on the DHSS transition team developing the DHSS transition report for the governors' office.
- Reviewed, coordinated, and authorized service delivery between Alaska waiver and PCA services in accordance with state and federal regulations.
- Promoted personal responsibility, independence, and self-sufficiency for adults, children, and families with individuals experiencing complex medical conditions, physical, or mental disabilities.
- Developed standards, the automated service plan and trained nurses on assessment techniques.
- Represented SDS in fair hearings as a lead reviewer assigned to cover all hearings.

Medical Assistance Administrator III, Fair Hearing Representative - 12/13 to 4/14 (interim) – 37.5 hrs/wk

- Represented DHSS in scheduled fair hearings that regard settlement decisions for Medicaid programs eligibility and/or services.
- Coordinated appropriate evidentiary documentation and staff testimony to support the state's decisions.
- Conducted pre-hearing conferences to facilitate alternative dispute resolutions.
- Consulted with the Attorney General's Office for highly technical cases or when cases were represented by counsel.
- Advised SDS executive staff on trends in hearing that may require regulatory and/or policy edits.

Division of Finance & Management Services

Medical Assistance Administrator II, Payment Error Rate Measurement Project - 05/05 to 08/05 – 37.5 hrs/wk

- Conducted reviews and audits of Medicaid claims.

- Collected and evaluated coverage and payment documentation, Alaska Statutes, regulations, billing manuals, and the Medicaid Management Information System to ensure claims were paid in accordance with state and federal regulations.
- Worked with information technology staff on the development of a data collection system for use in tracking data and for analysis.

Division of Health Care Services

Medical Assistance Administrator III - 4/01 to 10/04 – 37.5 hrs/wk

- Served as Alaska Medicaid's health policy analyst, regulation writer, and HIPAA Privacy and Security Coordinator.
- Served as an executive member on teams providing regulatory guidance and technical assistance to other managers and stakeholders.
- Prepared fiscal notes, budget and regulatory documents for the Governors' office, Alaska legislature, Commissioner's office, public employees, agencies, and the public.
- Interviewed and hired new managers, awarded & oversaw state contracts.
- Conducted regulatory public hearings, collected information, and analyzed public comments.
- Co-chaired the national CMS sponsored HIPAA integration and transition sub-workgroup.
- Presented to the Medicaid Rate Advisory Council in Bethel about rate setting and regulatory efforts and Anchorage and as a HIPAA expert at the Oklahoma City, OKCMS sponsored MMIS conference in the fall of 2005.

Division of Public Assistance - Denali KidCare

Public Assistance Analyst - 10/00 to 4/01 – 37.5 hrs/wk

- Developed policies and procedures.
- Coordinated and managed marketing and outreach efforts.
- Hired new staff and trained outreach workers, grantees, fee agents; public health, tribal, and state government agency staff.
- Led Medicaid's workflow analysis project and implemented corrective actions to address quality assurance and process improvement issues.
- Researched and provided information to CMS to meet federal reporting requirements.

Eligibility Technician IV, Stand Alone Medicaid - 7/99 to 10/00 – 37.5 hrs/wk

- Co-manager and supervisor of Alaska's Medicaid team. This was a team of 11 technicians, professional, and administrative staff.
- Oversaw Title IV-E programs at the Division of Family and Youth Services.
- Assigned, monitored, and evaluated employee performance.
- Ensured staff incorporated case-management and welfare reform practices into eligibility processes.
- Assisted staff in identifying barriers to employment such as alcoholism, lack of childcare, domestic violence, disability, poverty, substance abuse, lack of housing, etc.

Eligibility Quality Control Technician - 4/97 to 7/99 – 37.5 hrs/wk

- Conducted quality performance and policy compliance reviews on Food Stamp, Alaska Temporary Assistance Program, and Medicaid program recipient decisions and reported findings to state and federal agencies.
- Established and conducted reviews for Alaska's first corrective action plan for the Food Stamp program
- Traveled and conducted home visits throughout Alaska.

Eligibility Technician I & II 9/95 to 4/97 – 37.5 hrs/wk

- Conducted interviews, determined eligibility, and maintained a caseload of active General Relief Assistance, Food Stamps, cash assistance, and Medicaid cases.

State of Alaska, Department of Public Safety

Administrative Clerk, Records and Identification Section - 2/95 to 7/95 – 37.5 hrs/wk

- Processed fingerprint cards, assigned OCA tracking numbers, and entered them into APSIN.
- Typed, sorted, edited, and mailed documents regarding criminal history to the FBI offices and other agencies.
- Responded to public inquiries about licensing, permits, and applications.
- Logged financial transactions, collected cash, and prepared deposits.

State of Iowa, Department of Corrections, Iowa Correctional Institute for Women, Mitchellville
Administrative Assistant II, Grievance Officer/Volunteer Coordinator - 5/93 to 1/95 – 40 hrs/wk

- Conducted pre-hearing investigations for grievances and responded accordingly in writing and advised the superintendent on necessary actions.
- Served as prison system public liaison and conducted public speeches and outreach.
- Oversaw volunteer and contract employee efforts: Screened, placed, trained new volunteers, and monitored the activities of over 350 volunteer and contract staff.
- Developed the Des Moines United Way volunteer newsletter for six months.

State of Iowa, Department of Health and Human Services, Division of Public Assistance
Eligibility Technician I & II - 2/91 to 5/93 – 40 hrs/wk

- Conducted interviews, determined eligibility, managed fair hearings and conducted audits.

Child Support Enforcement Division, Collection Services Center, Accounting Clerk II - 1/88 to 2/91
– 40 hrs/wk

- Performed basic accounting activities, testing, data entry, and child support payments functions.

United States Army Supply Specialist - 1984-1985 – 40 hrs/wk

- Performed basic accounting activities and supply functions.

Volunteer Efforts:

Alaska Women's Hall of Fame

Appointed Director - 03/17 to current

- Preside at all meetings of the Board of Directors.
- With Board of Directors approval, have general direction of the business of the organization.
- Serve in the role of liaison with the Anchorage Women's Commission.

Alaska Collaborative for Telemedicine & Telehealth

Appointed President – 2017, serving as past President 2018

- Preside at all meetings of the Board of Directors.
- Ex-officio member of all committees.
- With Board of Directors approval, have general direction of the business of the Collaborative including assembling the annual budget and ensuring the 501(c)3 status is maintained.

Municipality of Anchorage, Anchorage Woman's Commission

Appointed Commissioner -08/11 to current

- Collect, coordinate, analyze, and recommend local solutions, legislative, and administrative action on issues related to the status of women. Encourage woman to assume leadership roles and act as a liaison between the State Women's Commission and local women.

Additional volunteer efforts:

- Assisted in the development of the Workgroup for Data Interchange, Strategic National Implementation Process (WEDI/SNIP) security white paper during the early 2000's.
- Served as a Girl Scout leader, trainer, and cookie coordinator for the Eagle River service unit and the Girl Scouts of Alaska. I also served as a leader for the Girl Scouts of Greater Iowa for over 20 years of combined service.
- Served as a soccer coach for the Eagle River soccer club for one year and as team parent during the 1990's.
- Served as a volunteer in several capacities in the Parent Teachers Association in the mid 1990's for two years in Iowa and for one year in Alaska.
- Assisted with a highly successful public charity auction for Alaska Healing Hearts in 2012.
- I have worked on a number of political campaigns including assembly, legislative, gubernatorial, and presidential campaigns. My first exposure to politics was as a voting member of a model United National session held in Sioux City, Iowa when I was a teenager. I have served as a member of a Board for a local political organization and I developed and distributed a newsletter for them for over a year. I currently advise legislators as needed on a pro-bono basis.

Annette R. Gwalthney-Jones

CAREER SUMMARY

Professional with 20+ years of diverse managerial experience, seen as a savvy strategic business partner who has improved net profit, productivity, quality, esprit de corps, retention and over-all business performance by developing and leading innovative processes and performance management techniques. Consistently builds winning teams and translates business goals into Human Resources strategies that optimize resources resulting in improved organizational efficiencies and business results providing measurable solutions. Organizations, whether state aligned or corporate based, realized benefits through development and implementation of program policies that demonstrated a clear understanding of Human Resources management, conflict resolution, employment law, and program planning.

OBJECTIVE

To obtain a position utilizing my innovative and diverse experience, formal education, as well as interpersonal and organizational abilities in a challenging, growth-oriented environment.

HIGHLIGHTS AND KEY QUALIFICATIONS

- | | |
|---|--|
| ♦Masters in Business Organizational Management | ♦Supportive team associate with excellent facilitating and communication skills. |
| ♦Certification in Mediation | ♦Business Effectiveness and Efficiency |
| ♦Development/Implementation of program policies and procedures | ♦Program Budgeting |
| ♦Developed/Implementation of Comprehensive employee training Programs | ♦Internal Controls / Risk Management |
| ♦Demonstrated knowledge of Human Resource Management | ♦Program Execution & Review |
| ♦ Demonstrated knowledge of Performance Management / Metrics | ♦Managing and Developing Business Goals and Objectives |
| ♦Executive Level Recruiting/Recruitment | ♦Experience in a bi-cultural and remote environment |
| ♦Program Analysis and Management | ♦Competent, innovative, reliable and committed professional |
| ♦Knowledgeable with Microsoft Office Suite. | ♦Highly dependable, punctual, organized and efficient. |

CORE COMPETENCIES

- ♦Recruitment ♦Employee Relations ♦Staff Development ♦Performance Management ♦Dispute Resolution ♦EEO Grievance Investigations & Resolutions ♦Training Programs ♦Interviewing
♦Orientation Development ♦Implementation ♦Policy & Procedure Development ♦Personnel Handbook
♦Personnel Management ♦Project Management

PROFESSIONAL EXPERIENCE

HUMAN RESOURCES DIRECTOR **Furniture Enterprises of Alaska**

10/2018 – Present
Anchorage, Alaska

Provide leadership and management of the full range of HR functions to include EEO, Recruitment and On-boarding, Payroll, Benefits Administration, and Performance Management. Partner with key executives across the businesses to drive employee engagement, morale, and performance in an environment experiencing both significant external and internal organizational change. Establish and implement short- and long-term corporate human capital plans, which include maintaining or improving employee relations, talent acquisition and development, succession planning, workforce planning, compensation and benefits, and performance management.

- Designed an employee engagement strategy that improved morale, retained talent, and business continuity through multiple changes with the management team.
- Instituted a performance management process that built performance accountability into all levels of the process
- Designed and developed interview guides to improve candidate quality through testing both analytical and interpersonal attributes.
- Created sourcing strategies and led internal and external search and calibration process for sales and distribution positions.
- Updated recruitment processes, encompassing sourcing, screening, interviewing, selection, and on-boarding.
- Built strong relationships with senior management, hiring managers to enable systematic decision making across the team.

HUMAN RESOURCES COORDINATOR **Lowe's Home Improvement**

3/2016 – 9/2018
Anchorage, Alaska

Providing human resource support by responding to employee inquiries and concerns regarding company policies and benefits while ensuring confidentiality. Coordinating the selection and employment process through position postings, scheduling tests, conducting prescreens, coordinating interviews and implementing new hire orientation. Responsible for performing administrative functions such as overseeing completion of new hire paperwork and entering information into the appropriate systems. Tracking employee work schedules, time and attendance and approving vacation and sick leave through Kronos. Completing weekly payroll functions. Guiding the process for benefits enrollment and changes. Process workman's comp claims. Administer drug screens. Complete submissions for back ground investigations.

EMPLOYMENT SUPERVISOR/HR Manager **West Corporation**

5/2007 – 12/2009
Omaha, Nebraska

HR Site Manager, responsible for leading and directing a team consisting of 8 full-time, HR professionals – 5 Employment Specialists, 2 HR Assistants, 1 Intern and approximately 7 part-time work experience (OJT) candidates. Oversaw all interviewing and recruiting of customer service representatives, team leads, and technical support personnel for Fortune 1000 companies. Total hires averaged 100 - 125 per week. Sensitive duties included background checks and drug screening results sometime requiring interaction with state and federal law enforcement agencies. Capitalized on engagement of recruiting opportunities such as regional career fairs, e-recruiting and multi-domain advertising efforts. Reviewed and edited ad copy and collaborated with Corporate Communications on the tactical and operational messaging.

Informed all levels of management to include CEO and CFO with statistical analysis of applicant flow and positions filled through the generation of daily, weekly and monthly reports.

Major Accomplishments:

- Reduced recruitment costs by sharing applicant databases and leveraging recruiting activities for multiple positions. Increased employee retention and job satisfaction by providing opportunities for advancement in recognition of superior performance. This resulted in the filling of 2500 requirements with a 97% show rate.
- Took an innovative approach to the closing of one line of production and retained 88% of RIF'd employees by rolling them into other requirements; saving the corporation time and money. This became the standard for all future corporate RIFs.
- Developed and implemented employee orientation program; web-based 360-Degree employee feedback provided Executive Leadership suggestions for improving the employee life cycle
- Bridged the communication gap between group directors and HR; fostered trust and respect between previously polarized groups.

STAFF DEVELOPMENT SPECIALIST

10/2002 – 7/2005

University of North Carolina - Pembroke

Administered the UNCP Staff Development and Performance Management Programs. Managed a Training budget in excess of \$23,000. Analyzed State and Federal HR and Safety Policies, ensuring University compliance through auditing and reporting. Served as Employee Relations point of contact on all matters concerning grievances, unfair labor practices, EEO, etc. Assisted administrators of the Compensation and Benefits programs. Screened and selected the most qualified applicants. Evaluated employee work spaces and recommended ergonomically correct equipment. Directed the staff training function for the development of all permanent and temporary staff positions; evaluated and reengineered processes and systems to provide for higher levels of effectiveness. Served on UNCP Safety and Staff Council Committees - Policy, Safety, and Employment Process. Represented Human Resources in the design and development of Data Standards during SCT's Banner conversion.

Major Accomplishments:

- Appointed permanent HR Liaison to University Staff Council by Chancellor
- Led Safety Assessment Team; established the University's first policy on workplace violence
- Interdepartmental Training Coordinator; customized 31 training modules and condensed an additional 23 modules saving \$563,040 in man hours annually.
- Served as Project Team Leader to design and develop web based Training systems for on-line registration, tracking and reporting.
- UNCP point of contact on State's transition from employment classification based system to the new Career-Banding classification system
- Created salary surveys through data collection of internal and external resources and analyzed survey market data during the beginnings of the classification conversion
- Redesigned New Employee and Faculty Orientations; eliminated need for additional trainings by providing one comprehensive instruction saving \$95,000-\$320,000
- Developed Human Resources Procedures Manual; ensuring documentation of all HR systems which expedited the training of new HR Generalist staff from an average of 96 to 48 hours. Resulted in savings of \$720 in HR training costs per individual.
- Brought Performance Management Program in compliance with state statutes avoiding any citations.

STATEWIDE AREA MANAGER

5/2001-9/2001

Boys & Girls Club Statewide Expansion Program,**Anchorage, Alaska**

Evaluated rural communities needs in Alaska for the successful opening B&G Clubs during the statewide expansion effort. Administrator for all club site operations. Maintained operating budgets for 5 individual club sites and developed budgets for newly established club sites in support of key business initiatives. Supervised and trained site managers and staff. Consulted with site managers, local governments and Alaska native corporations on the development of advisory committees.

Major Accomplishments:

- Began process for Club site autonomy and appointment of advisory committees;
- Under Delta region Expansion effort, initiated Club opening in the remote city of Bethel in support of surrounding communities
- Designed shared files to assist in keeping Program Director up to date on the progress of potential sites and openings during the expansion effort

FAMILY SERVICES SPECIALIST**The Arc of Anchorage,*****1/1999- 5/2001*****Anchorage, Alaska**

Coordinated direct services to families, by recruiting, hiring, and supervising 108 direct care personnel providing individualized services to clients. Developed/coordinated in-services, training, and incentives to assist in staff development and growth. Tracked and monitored the training of direct care personnel. Assured that new employees received orientation, training, coaching, and support needed to provide quality services to clients with developmental disabilities and their families. Communicated performance expectations. Provided feedback through performance evaluations, time sheets and monitoring of Medicaid documentation. Ensure staff observed state and federal policies and procedures consistently. Provided Care Coordination visits in absence of Case Managers.

Major Accomplishments:

- Investigated and prepared documentation in response to alleged discrimination or unfair practice charges filed with EEOC, successfully defending company's position.
- Developed and implemented employee recruitment processes for the growth and implementation of ARC business strategies.
- Developed a shared tracking system (database) designed assist in the scheduling of 108 hourly personnel.
- Designed and edited the Family Services Program Newsletter; detailed program and organizational values, impact of services, needs and employee recognition.
- Developed the "ARC Guiding Values" training; mandatory training for all ARC personnel and remains a part of the ARC training curriculum.

EMPLOYMENT HISTORY

<i>HUMAN RESOURCES DIRECTOR</i> Furniture Enterprises of Alaska	40+ Hrs/Wk	10/2018 – Present Anchorage, Alaska
<i>HUMAN RESOURCES COORDINATOR</i> Lowe's Home Improvement	40 Hrs/Wk	3/2016 – 9/2018 Anchorage, Alaska
<i>HUMAN RESOURCES MANAGER</i> West Corporation	40+ Hrs/Wk	5/2007 – 12/2009 Omaha, Nebraska
<i>STAFF DEVELOPMENT SPECIALIST</i> University of North Carolina, Pembroke	40+ Hrs/Wk	10/2002 – 7/2005 Pembroke, North Carolina
<i>STATEWIDE AREA MANAGER</i> Boys & Girls Club Statewide Expansion Program	40+ Hrs/Wk	5/2001- 9/2001 Anchorage, Alaska
<i>FAMILY SERVICES SPECIALIST</i> The Arc of Anchorage	40+ Hrs/Wk	1/1999 - 5/2001 Anchorage, Alaska
<i>CASE/ YOUTH WORKER</i> Covenant House Alaska	40 Hrs/Wk	1/1998 - 10/1998 Anchorage, Alaska
<i>TIS SUPERVISOR</i> Salvation Army, Booth Memorial Home	40+ Hrs/Wk	4/1996-7/1998 Anchorage, Alaska
<i>PHYSICAL THERAPIST ASSISTANT</i> Seethaler Physical Therapy	20+ Hrs/Wk	8/1994-10/1998 Anchorage, Alaska
<i>OFFICE MANAGER</i> Bering Sea Mechanical Contractors, INC.	40+ Hrs/Wk	1/1994-7/1994 Bethel, Alaska
<i>PROGRAM DIRECTOR</i> Bethel Community Services	40+ Hrs/Wk	8/1993-1/1994 Bethel, Alaska

EDUCATION

University of La Verne, La Verne California - Master's of Business Organizational Management: with concentrations in Human Resources & Information Technology

University of Alaska, Anchorage, Alaska - Bachelor of Arts, Psychology

University of Alaska, Anchorage, Alaska - Associate of Applied Science, Human Services

CERTIFICATIONS

Employment Mediation (Certified 40 Hours) 2004

Office Ergonomics Accreditation Program (40Hours) 2003

DDI Instructor Certification 2002

NC State Performance Management Certification 2002

AFFILIATIONS

SHRM- Society for Human Resource Management

HRAM - Human Resources Association of the Midlands

References Furnished upon Request