### IDAHO DIVISION OF VOCATIONAL REHABILITATION

### SUBJECT

Idaho Division of Vocational Rehabilitation (IDVR) Advisory Council Appointment

### APPLICABLE STATUTE, RULE, OR POLICY

Federal Regulations 34 CFR§361.

#### **BACKGROUND/DISCUSSION**

Federal Regulations (34 CFR §361.17), set out the requirements for the State Rehabilitation Council, including the appointment and composition of the Council.

The members of the Council must be appointed by the Governor or, in the case of a State that, under State law, vests authority for the administration to an entity other than the Governor, the chief officer of that entity. Section 33-2303, Idaho code designates the State Board for Professional-Technical Education as that entity.

Further federal regulations establish that the Council must be composed of at least fifteen (15) members, including:

- i. At least one representative of the Statewide Independent Living Council, who must be the chairperson or other designee of the Statewide Independent Living Council;
- ii. At least one representative of a parent training and information center established pursuant to section 682(a) of the Individuals with Disabilities Education Act;
- iii. At least one representative of the Client Assistance Program established under 34 CFR part 370, who must be the director of or other individual recommended by the Client Assistance Program;
- iv. At least one qualified vocational rehabilitation counselor with knowledge of and experience with vocational rehabilitation programs who serves as an ex officio, nonvoting member of the Council if employed by the designated State agency;
- v. At least one representative of community rehabilitation program service providers;
- vi. Four representatives of business, industry, and labor;
- vii. Representatives of disability groups that include a cross section of (A) Individuals with physical, cognitive, sensory, and mental disabilities; and (B) Representatives of individuals with disabilities who have difficulty representing themselves or are unable due to their disabilities to represent themselves;
- viii.Current or former applicants for, or recipients of, vocational rehabilitation services;

- ix. In a State in which one or more projects are carried out under section 121 of the Act (American Indian Vocational Rehabilitation Services), at least one representative of the directors of the projects;
- x. At least one representative of the State educational agency responsible for the public education of students with disabilities who are eligible to receive services under this part and part B of the Individuals with Disabilities Education Act;
- xi. At least one representative of the State workforce investment board; and
- xii. The director of the designated State unit as an ex officio, nonvoting member of the Council.

Additionally, Federal Regulation specify that a majority of the council members must be individuals with disabilities who meet the requirements of 34 CFR §361.5(b)(29) and are not employed by the designated State unit. Depending on the seat being filled members are appointed for a term of no more than three (3) years, and each member of the Council, may serve for not more than two consecutive full terms. A member appointed to fill a vacancy occurring prior to the end of the term must be appointed for the remainder of the predecessor's term. A vacancy in membership of the Council must be filled in the same manner as the original appointment, except the appointing authority may delegate the authority to fill that vacancy to the remaining members of the Council after making the original appointment.

The Council currently has seven (7) nominations for appointment. The Council is requesting the Board to appoint: Lonnie Pitt as a representative for former applicants or recipients; Dina Flores-Brewer as a Client Assistance Program representative to replace Corinna Stiles who resigned; Don Alveshere as the Administrator of the Idaho Division of Vocational Rehabilitation as an ex-officio, nonvoting member; James W. Smith as a representative for disability advocacy groups; Robbi Barrutia as the representative for the State Independent Living Council; and Angela Sperry and Jennifer Hoppins as representatives for business, industry and labor. In addition to these seven (7) appointments the Council is requesting that Jim Solem be moved from the representative for the Statewide Independent Living Council (SILC) to a representative for Disability Advocacy groups, as he is no longer a SILC member.

#### IMPACT

Approval of the above seven (7) nominations will bring the IDVR Advisory Council membership to a total of twenty one (21) and will fill all of the minimum positions on the council. In June of this year we have seven (7) members whose terms will be expiring.

### ATTACHMENTS

Attachment 1 – Current Council Membership	Page 5
Attachment 2 – Lonnie Pitt	Page 6
Attachment 3 – Dina Flores-Brewer	Page 7
Attachment 4 – Don Alveshere	Page 9
Attachment 5 – James W. Smith	Page 11
Attachment 6 – Robbi Barrutia	Page 17
Attachment 7 – Angela Sperry	Page 20
Attachment 8 – Jennifer Hoppins	Page 23

#### **BOARD ACTION**

I move to approve the appointment of Lonnie Pitt to the Vocational Rehabilitation State Rehabilitation Council as a representative for former applicants or recipients for a term of three years effective July 1, 2012 through June 30, 2015.

Moved by \_\_\_\_\_ Seconded by \_\_\_\_\_ Carried Yes\_\_\_\_ No\_\_\_\_

I move to approve the appointment of Dina Flores-Brewer to the Vocational Rehabilitation State Rehabilitation Council as the client assistance representative for a term of three years effective immediately.

Moved by \_\_\_\_\_ Seconded by \_\_\_\_\_ Carried Yes\_\_\_\_ No\_\_\_\_

I move to approve the appointment of Don Alveshere to the Vocational Rehabilitation State Rehabilitation Council in the ex-officio capacity as the Administrator for the Division of Vocational Rehabilitation.

Moved by \_\_\_\_\_ Seconded by \_\_\_\_\_ Carried Yes\_\_\_\_ No\_\_\_\_

I move to approve the appointment of James W. Smith to the Vocational Rehabilitation State Rehabilitation Council as a disability advocacy representative for a term of three years effective July 1, 2012 through June 30, 2015.

Moved by \_\_\_\_\_ Seconded by \_\_\_\_\_ Carried Yes \_\_\_\_ No \_\_\_\_

### CONSENT AGENDA FEBRUARY 16, 2012

I move to approve the appointment of Robbi Barrutia to the Vocational Rehabilitation Advisory Council as the State Independent Living Council representative effective immediately through June 30, 2013.

Moved by \_\_\_\_\_ Seconded by \_\_\_\_\_ Carried Yes\_\_\_\_ No\_\_\_\_

I move to approve the appointment of Angela Sperry to the Vocational Rehabilitation Advisory Council as a representative for business, industry and labor for a term of three years effective July 1, 2012 through June 30, 2015.

Moved by \_\_\_\_\_ Seconded by \_\_\_\_\_ Carried Yes\_\_\_\_ No\_\_\_\_

I move to approve the appointment of Jennifer Hoppins to the Vocational Rehabilitation State Rehabilitation Council as a representative for business, industry and labor for a term of three years effective July 1, 2012 through June 30, 2015.

Moved by \_\_\_\_\_ Seconded by \_\_\_\_\_ Carried Yes\_\_\_\_ No\_\_\_\_

I move to approve the change of representation for James Solem to the position as a representative for Disability Advocacy groups on the State Rehabilitation Council for the remainder of his term which ends June 30, 2013. This change will be effective immediately.

Moved by \_\_\_\_\_ Seconded by \_\_\_\_\_ Carried Yes\_\_\_\_ No\_\_\_\_

## State Rehabilitation Council Membership by Representation

	Number of			
Members Shall	Representatives			Maximum Terms
Represent:	Required	Name	Term	Allowed 2
Former Applicant or				
Recipient	Minimum 1	Chris Bergmann	6/24/2012	2
Parent Training & Information Center		Vecent		4
	Minimum 1	Vacant		1
Client Assistant		Corinna Stiles-		
Program	Minimum 1	resigned	6/24/2012	1
VR Counselor	Minimum 1	Roxanne Egeland	6/24/2012	1
Community Rehabilitation				
Program	Minimum 1	Russ Doumas	6/24/2012	2
Business, Industry			0,27,2012	
and Labor	Minimum 4	Arnold Cantu	6/30/2014	2
		Gordon Simpson	6/30/2014	1
		Vacant		
		Rachel Damewood	6/30/2014	
Disability Advocacy				
groups	minimum or maxim	Sean Burlile	6/24/2012	1
		Terry Thomas	6/24/2012	2
		Kathy Buswell	6/30/2014	2
State Independent		James Solem-		
Living Council	Minimum 1	resigned from SILC	6/24/2013	2
Department of				
Education	Minimum 1	Irene Vogel	6/30/2014	1
Director of Vocational				
Rehabilitation	Minimum 1	Don Alveshere		No Limit
Idaho's Native		Ramona Medicine		
American Tribes	Minimum 1	Horse	6/30/2014	No Limit
		David Miles	6/30/2014	
Workforce				
Development Council	Minimum 1	Tom Hally	6/24/2012	2
By Order of the SBOE				
8/2011				
last updated Nov 9,				
2011				

June 28, 2010

Jacque Truax, Administrative Assistant Idaho Division of Vocational Rehabilitation P.O. Box 83720 Boise, ID 83720-0096

Dear Jacque:

Subject: Idaho State Rehabilitation Council

As you well know, I am ending a 37-year career with Idaho Vocational Rehabilitation on July 9, 2010. I strongly believe that I am compatible with the Mission of the S. R. C. Leadership and commitment to empower disabled people to achieve their highest employment goal is a concept I am passionate about.

I have a disability myself which gives me more personal drive to see the rehabilitation agency accomplish their goals. I have been familiar with the S. R. C. for the past 35 years, and have interacted with them from time to time. The S. R. C. serves an important role as advisor and partner to the state agency. I feel that I could contribute a great deal to their mission, and assist the state agency as well.

Please accept this letter as verification of my interest in serving on the State Rehabilitation Council. I will be available at Coeur d'Alene, ID 83815, Cell #:

Sincerely,

Retur	n all information to:	Office of th Attn: Board P.O. Box 83 Boise, ID 8	ls & Commi 720	ssions		
Person Title	nal Information First	Middle		Last		Male Female
The	FIISt	Ivildale		Last		E-mail Address dina@
ina		Marie		Flores-Bre	wer	disabilityrightsidaho.or
Street		City		State	Zip	Phone
	18	10 - 19	Boise	ID	83706	Mobile
Intere	sts					
1997)   1977-087, 1998 (1997)	ch Board, Commission, or	Council would you	like to serve	?		Political Party
daho	State Rehabilit	ation Counci	1			Democrat
		tant to obta	in input		nce Program a artners of th	
List all Staff Idaho List all Idaho Commi Regior Jaquet Please I explain	involved in advo current organizations and Attorney, DisAb: State Bar Diver past boards, commissions, State Dept. of ttee, Idaho State III Children's c's Latino Caucu ist all professional license	cating for c societies of which y ility Rights sity Section and councils on w Ed Special H e Dept. of H Mental Heal s, Nampa Fai s you currently hold	children' rou are a mem Idaho, hich you have Education Ed Specia th Local r Housin d. Are you cur	from all p s rights th ber. 2002-2011; served, as well as Advisory P l Education Subcommitt g Advisory rent with all the re	artners of th rough the spe Advocacy/CAP/ political appointmen anel, Idaho s Manual Revis ee, House of Council, Idah quirements for these	te program. I have been ecial education process. WIPA Director - 2011 to p ts you have received. State Dept. of Ed Safe Sc sion Task Force, IDHW Rep. Minority Leader Wen ho Legal Aid Sr. Hotline professional licenses? If not, please

statements on this application shall be sufficient cause for non-consideration or dismissal after appointment.

<u>|- |2 - |2</u> Date M. Hores Bunn Signature 4

**CONSENT - PPGA** 

#### **Dina M. Flores-Brewer** ISB # 6141 1704 S. Woodland Drive, Nampa, ID 83686 (208) 880-9959 dina@disabilityrightsidaho.org

OBJECTIVE: To obtain the position of Advocacy Director for DisAbility Rights Idaho.

#### EXPERIENCE:

DisAbility Rights Idaho - Boise, ID. Staff Attorney

November 1, 2002 - Present

- Doing legal research, drafting pleadings and legal correspondence · Providing legal consultation to DRI Advocates, private bar and clients
- Providing legal representation in administrative hearings and drafting complaints
- Providing legal and disability rights training to individuals with disabilities, their families and other groups
- Expanding DRI's cultural competency through outreach, presentations .
- Representing DRI in local advisory councils, task forces and diversity organizations

Marion-Polk County Legal Aid Services - Salem, OR. Legal Extern Spring Semester, 1999

- Legal research
- Drafted legal memoranda and pleadings

Willamette University College of Law Clinical Law Program - Salem, OR. Civil Practice Intern Fall Semester, 1998

- Legal representation for low income women
- Drafted pleadings and legal memoranda

#### American Civil Liberties Union - Portland, OR. Intern

Screened clients for legal assistance

Bilingual (Spanish)

- Provided information and referral to callers
- Legal research

#### BOARDS, COMMITTEES & TASK FORCES:

Women of Color Alliance. Board of Directors, 2002 - Present; President 2007-09; Vice President 2006-07 Social Justice Fund, NW. Board of Directors, August 2011 - Present Idaho State Bar Diversity Section. Member, 2002 - Present, Chair, 2009-10 Intermountain Fair Housing Council. Board of Directors President, July 2006 - Present Idaho Region III Children's Mental Health Local Subcommittee. 2008 - Present Idaho State Dept. of Education Safe Schools Committee. 2009-2010 Idaho State Dept. of Education Special Education Advisory Panel. 2004 - 2010; Chair 2006-07; Vice Chair 2005-06 Idaho House of Representatives Minority Leader Wendy Jaquet's Latino Caucus. 2004-06 Idaho State Department of Education Special Education Manual Revision Task Force. Fall 2006 Idaho Court Appointed Special Advocate Special Education Committee. Spring/Summer 2006 Idaho Legal Aid Services Senior Legal Hotline Advisory Committee. 2003 - 2005 Nampa Fair Housing Advisory Council. February - June 2004 DDUG (MON 

EDUCATION:	Willamette University College of Law, Salem, OR Member Willamette University Public Interest Law	
ADDITIONAL	Lewis and Clark College, Portland, OR	BA Psychology 1993

**CONSENT - PPGA** 

SKILLS:

- May August 1997

	oplicatio	on for /	Appoin	tment	
Return all information to:	Office of the Gove Attn: Boards & C P.O. Box 83720 Boise, ID 83720				
Personal Information	······································			Male	Female
Title First	Middle	L	ast	E-mail Address	
Donald	J.	Alvest	nere		eve@vr.idaho.g
Street	City	State	Zip	Phone	
	NAmpa	ŦD	83686	Mobile	
Interests					
On which Board, Commission, or (	Council would you like to	serve?		Political Party	
STATE Repubilito	HON Counci				
It is a Federal R List all current organizations and so State Independen <u>Council For Purch</u> List all past boards, commissions, a			3 NC55 as political appointm	ents you have received	d.
Please list all professional licenses explain.	you currently hold. Are y	ou current with all the	e requirements for the	se professional license	es? If not, please
Have you ever voluntarily surrende	red a license, had a licens	se suspended or revok	ed or been disciplined	l professionally? If so,	please explain.
Please list all supporting documen	is you have included. (No	te: Your complete res	sume and authorization	n for Background Che	ck are required.)

The information set forth above in my application is true to the best of my knowledge. False statements on this application shall be sufficient cause for non-consideration or dismissal after appointment.

ଚ୍ଚ Signature 0/1 Date

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1330 Diza	mond Ct	-	Nan	npa	ID	83686
Alternate Address			City		State	Zip
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Please list ANY crim or received a withhel				meanors, or infractions for	which you ha	ave been convicted, pled guilty,
Approximate Date	City, State			fense or Violation		
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The information set forth above in my application is true to the best of my knowledge. False statements or omitting any information on this application shall be sufficient cause for non-consideration or dismissal after appointment.

I hereby authorize investigation, without liability, of the information supplied by me in this application and other information, including but not limited to: academic / educational records, occupational history, criminal history, credit records, and government records.

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DEPT OF VA

001/008

#### JAMES W. SMITH II

984 W 4<sup>th</sup> ST N, Middleton, Idaho 83644 208-297-2205 - wsmith22000@yahoo.com

Self-motivated, goal-oriented professional with extensive experience coordinating and implementing programs and projects, strategic and operational planning, program management, training, marketing and business development, regulatory compliance, and medical/clinical excellence. Adept at building teams and systems that maximize people, processes, quality, and results. Works effectively and respectively with people at all levels of an organization and with diverse populations. Exceptional problem-solver with the keen ability to assess needs, access resources, and implement action plans. Excellent communication skills with the ability to openly discuss and handle sensitive situations with tact.

Areas of Expertise:

- Workload Managment 1
- Resource Coordination
  - Community Relations
- Project Management
- Political Awareness

- Research & Development Evaluation & Analysis
- Customer Service
- Org. Development
- Training

"James is a team player who pursues excellence and works with a high degree of integrity. He is a valuable asset to our nursing team."

Connie Schreiber, Manager, Health and Wellness Clinic, Centennial Job Corps

Communications

Strategic Planning

Change Management

Team Building

Innovative

"During the past fiscal year alone, Mr. Smith has overseen the training of more than 100 employees, with nary a snag. He has developed training schedules in a timely manner and has done an outstanding job of coordinating and supporting his trainer." Kim Tibbitts, Assistant veterans Service Center Manager, Salt Lake City VARO

### MANAGEMENT

- Exercise cost constraint measures by utilizing third party sources to obtain medications below market prices.
- Wrote contracts with corporate partners to increase the number of clinical training sites.
- Plan, organize, and coordinate "Healthy Relationship" conference, which significantly decreased teen pregnancy.
- Serve as staff advlsor for the Health and Wellness Committee, chairperson of the Owners Committee.
- Functioned as program coordinator for the Sickle Cell Anemia program.
- Developed Hearing Conservation program that brought installation in compliance with Army regulations.
- Served as Re-enlistment/Retention Non-Commissioned Officer for military personnel and Squad Leader.
- Conduct audits and surveys to ensure operations meet organizational standards.
- Assisted providers with practice development through marketing plans.
- Managed organizational workload requirements to ensure established targets are acheived.
- Facilitated and direct staff meetings.
- Supervised, directed, and evaluated the performance of approximately sixty employees.
- Develops and implements transformation strategies.
- Maintains working relationships with internal and external stakeholders.
- Liaison between organization and Veterans, Service Organizations, Medical Facilities, and elected officials.

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	JAMES W SMITH II – PAGE TWO	
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	TRAINING	
	· Coordinated, implemented, and monitored medication program for students and facilitate	ed health and
	wellness training for new students.	
		sined and tested for
	outside agencies.	
E	<ul> <li>Mentored and counseled students in developing career interests and educational goals.</li> </ul>	
•	<ul> <li>Assisted with the coordination and planning of mandatory training schedules.</li> </ul>	
	WONK EXPERIENCE	
C	Change Management Agent, Management & Program Analyst, VBA	2011 - Present
	Develop a change management strategy based on a situational awareness of the details of	the change and the
	groups being impacted by the change.	~
٠	• Assist the RO Director in assessing priorities and resource needs to meet program objectiv	
	development and execution of stakeholder communication, relationship management, and	d organizational
	change management strategies.	
•	<ul> <li>Develop plans to meet objectives and monitors progress toward achievement of approved</li> </ul>	l objectives. The
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	broad scope of duties includes strategic planning, assisting in the implementation of revise	ed organizational
	structures, and designing and conducting studies of various complex processes, including	ed organizational
	structures, and designing and conducting studies of various complex processes, including resource allocation and delegations of authority.	ed organizational ; employee utilization,
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#### JAMES W. SMITH II - PAGE THREE

#### Supervisory Veterans Service Representative-Assistant Coach, VBA

2010 - 2011

As an assistant coach, I function as the full alter ego of the Team Coach performing the duties of that position in the absence of the Coach or sharing those responsibilities on a daily basis. These responsibilities include: ensuring that the team's quality and timeliness of service meets performance indicator goals, cost-effective use of resources to accomplish the team's assigned outcomes, plans and assigns work priorities for team members, and has authority over the work product. My job responsibilities included;

- Supervised, directed, and evaluated the performance of approximately sixty employees.
- Assigned and reviewed work of subordinates.
- Train and work effectively with subordinates from a variety of backgrounds and levels of understanding.
- Accomplished the quality and quantity of work expected within set limits of cost and time.
- Set priorities to achieve management goals.
- Developed and recommended improvements in work processes and procedures.

 Prioritized, planned, organized, and conducted Systemic Analysis of Operations (SAO) for workload management components, which involved applying analytical and evaluative techniques to identify and resolve work flow issues.

Supervisory Veterans Service Representative-Assistant Coach-Training Coordinator, VBA

2009 - 2010

As the Veterans Service Center (VSC) Training Coordinator, I played a key role in the development and maintenance of a training infrastructure for the VSC, with primary responsibility for all technical training for Management staff, RVSRs, VSRs, CAs, and clerical staff. My job responsibilities included:

- Served as first-line supervisor for all new employees and trainees.
- Advised VSC management on all aspects of technical training policy and determined training needs based upon quality reviews.
- Evaluated programmatic training and utilized the findings in planning, developing, and implementing appropriate training plans.
- Developed surveys and feedback mechanisms for all training programs.
- Reviewed surveys and staff studies, analyzed problems and trends, and developed or revised policy to correct deficient areas.
- Administered Training and Performance Support System (TPSS) training modules, proctored and scored
- testing, and reported testing results to VSC managment.
- Assigned, reviewed, and managed workload of subordinates.
- Trained and worked effectively with subordinates from a variety of backgrounds and with different levels knowledge.
- Prioritized, planned, organized, and conducted Systemic Analysis of Operations (SAO) for workload
  management components, which involved applying analytical and evaluative techniques to identify and
  resolve work flow issues.
- Utilized knowledge of Internal Transition versus External Change methodology to assist new employees when they progressed from trainee to apprentice VSRs and RVSRs.

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#### JAMES W. SMITH II - PAGE FIVE

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#### 586 N. LaBreeza Lane Glenns Ferry, Idaho 83623 Hm. (208) 366-7715 Cell (208) 401-5248 Email: robb.barrutia@silc.idaho.gov

#### **Job Experience**

Jan. 25. 2012 11:02AM

VON ENPOINS	
1977-1980	Idaho Air National Guard - Air Operations Specialist and Photo
	Intelligence Specialist - Gowen Field, Boise, Idaho
1979-1981	Flight Attendant – Braniff Infernational, Dallas, Texas
1981-1984	Purchasing Assistant - Idaho Power Company, Boise, Idaho
1990-1992	Special Education/Migrant Education Assistant – Glenns Ferry School
	District – Glenns Ferry, Idaho
1990-1993	Executive Director Three Island Crossing Interpretive Center Committee
1992-1996	State of Idaho House of Representatives-Elected State Representative
	for Owyhee and Elmore Counties, Idaho
1996-2002	Idaho State Senate - Elected State Senator - Owyhee, Elmore and Boise
. F•	Counties, Idaho
2003-2006	Assistant Manager/Bookkeeper Victory Auto - Mountain Home, Idaho

#### 2009-Present

Executive Director of the Idaho State Independent Living Council

#### 2006-2009

Idaho State Independent Living Council – OVW Project Director, United States Department of Justice Office on Vielence Against Women Grant to End Violence Against Women with Disabilities/Idaho Equal Access Collaboration – Partnered with The Idaho Coalition Against Sexual and Domestic Violence, and Boise State University Gender Studies Program.

#### Experience

1995 - Co-Chairman of Former Idaho Attorney General Al Lance's Domestic Violence Task Force

1993-2001 - Member, 8 Years, Department of Health and Welfare Region IV Infant Toddler Committee

1992-1996 - Member Idaho House of Representatives Judiciary and Rules Committee 1996-2002 - Vice Chairman, Idaho Senate Judiciary and Rules Committee

Co-authored and successfully passed Domestic Violence Legislation, Co-authored and successfully passed the Children's Mental Health Act, Co-authored and successfully passed Idaho's Cassie's Law

1992 - Present Membership Committee Experience Idaho Department of Correction's Assessment Committee

Idaho Juvenile Justice Task Force

Idaho House of Representatives Transportation Committee, Judiclary and Rules Committee and State Affairs Committee

Idaho Senate Health and Welfare Committee, Judiciary Rules Committee, Commerce and Human Resources Committee, and State Affairs Committee Idaho Rural Partnership Committee

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	Former Hono	rary Member of the nated Response to	United States Air Forc Sexual and Domestic \	e Thunderbirds /iolence Task Force Member	
	National Cou	ncil on Independen nty Training Range	Living - Have present	ed Trainings on National Level	
	Owyhee Coul	nty Cattleman's As	sociation		
	Education				
	1979-1980 1990-1992	College of South	or College, Dallas, Texa em Idano, Twin Falls, Id	as – Accounting Jaho – Elementary Education,	
	•••	Sociology			
	References	and Director Ideb	Cooling Anging Say	ual and Domestic Violence	6 d
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Title First	Middle	Last	-	E-mail Address
Mrs. Angela	<u>S.</u>	and the second se	Sperry	asperry@idahopower.con
Street	City Meridian	State 1, ID 83642	Zip	Phone Mobile
Interests				
On which Board, Commission, o			الإ 1	Political Party not registered as a specific party mer
Please explain why you would hi have first-hand knowledge and professional experience and most productive opport	of the challenges the e to influence the reha	disabled face in employm	ent processes in	combine that with my educati a manner that enables the bea ermanent disabilities.
List all current organizations and Project Management in		이 이번에 위해 지난 해외에 있는 것을 수 있는 것이다.		
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	Objective	To apply my experiences and skills organizing and leading processes, people and projects to promote the growth and potential in others.				
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	Experience	April, 2000 to Present Idaho Power Co Boise, ID				
		<ul> <li>CIS Replacement Project Manager (2010-present): Duties include: Planning, echeduling, budgeting and executing a three year,</li> </ul>				
		Customer Information System replacement project as a part of the Smart Grid Initiative Grant provided by the Department of Energy to Idaho Power Co. Lead all associated product selection, contract				
		review and negotiation, risk and issue analysis and resolution, budget				
	; ;	planning and tracking, resource analysis and scheduling, procuring products and services in support of the project and reporting results				
		monthly to the BOE and Idaho Power executives; - Customer Service Leader II (2006-2010): Duties include;				
1 2 1 1		Leading Customer Account Management Center within the Customer Service Department to provide excellent service to Internal and				
4		external customers. Evaluating staffing and workflow for possible efficiency gains, coordinating employee development and				
ł		compensation. Overseeing Customer billing timeliness and accuracy, working with other regional leaders to coordinate company collections				
		practices, managing relationships with vendors associated with collections work. Evaluating the structure of Customer Service and				
•		implementing appropriate changes. Creating and adhering to budget for Customer Account Management Center employees, Collections				
		processes, company write-offs and other vendor fees. Occasionally Sponsor departmental projects.				
		<ul> <li>Leading At All Levels Facilitator: (Feb, 2008 to Nov, 2010)</li> <li>Facilitate classes of twelve employees on the premises of</li> </ul>				
		orgenizational change at Ideho Power leading towards a high performance culture. Duties include providing lecture, leading class				
		discussions, fabilitating conflict resolution and responding to individual and group needs.				
		<ul> <li>IT Associate Project Manager (2000-2005): Projects include:</li> <li>Mobile Workforce Management project: Working with a</li> </ul>				
		Core Team to refine project scope, budget and schedule, to implement a mobile workforce product to benefit idaho				
		Power's field force and customer experience. Regularly reporting to Sponsors and Idaho Power leadership on project				
		progress, budgeting and scheduling.	l			
		<ul> <li>Nexus: Energy Softwars project (04-05): Lead a cross- functional team to revise the Nexus offerings to more closely</li> </ul>				
3- 3- 1-		match Idaho Power's company massages. Implemented various customer tools to enhance the web offerings. Implemented AMR order required functionality. Participating		1		
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SOX IT General Controls (04): Worked with a crossfunctional team to design and implement the methodology to bring teaho Power's IT General Controls into compliance with the Sarbanes Oxley Act (SOX). Was one of three project managers to interpret audit and SOX requirements, plan, coordinate resources, monitor processes and progress and negotiate with external auditors on audit findings.

Various Business Unit Projects (03-04): Worked with various groups at idaho Power to select and implement technologies that improved functionality and efficiency. Project management activities included selecting project teams, refining scope, planning, scheduling and budgeting projects, executing according to plan, negotiating with vendors on price and contract terms, managing vendor relationships, and working with business units to revise processes, as needed. <u>Major projects include</u>, IVR pilot, Customer Service & Billing IVR, Metering IVR, Outage and Speech IVR, Mosaix integration with CIS+ and Volce over IP.

Technical Services Analyst (2000-03): Researched, priced and purchased all workstation technology for various business groups at Idaho Power Co. Negotiated contracts and managed vendor relationships to ensure best value and quality were provided to idaho Power Co.

1992-1999 QUE Financial Serviceware Technologies Boise, ID

- Systems Analyst (96-99): Managed company data systems including data structure, upgrade path and data integrity. Tested, installed and trained staff on all new programs and changes. Investigated, purchased and coordinated installation of new mainframe, network systems, PCs, phone systems, predictive dialer, printers, mail processors and cabling. Collected bids, budgeted and implemented office remodel. Multi-tasked all technical aspects for the company with a range of 4 to 15 projects running simultaneously.
- Director of Operations (94-96): Mentored former co-workers in new management positions. Managed Information Systems, Customer and Client Service Departments simultaneously.

Customer Service Manager (92-94): Determined department needs, hiring, resention, strategies, pay structures, scheduling and training. Organized work flow, evaluated and maintained productivity metrics. Trained Customer Service Representatives on company practices and systems and Hospital and Idaho State guidelines.

#### Education

2010 George For University, B.A. in Business Administration and Organizational Leadership

2008 Idaho Power Co., Leading At All Levels Fecilitator training

2005 Project Management Institute, Project Management Professional certification

1997 Dale Camegie Institute, Leadership in the Workplace.

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	City	State Zip Phone K
Interests		
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Please explain why you would like to	serve in this capacity.	l'experience to aid é of Idaho.
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list all past boards, commissions, and	councils on which you hav	e served, as well as political appointments you have received.
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lave you ever voluntarily surrendered	a license, had a license su	binded or revoked or been disciplined professionally? If so, please explain.
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lease list all supporting documents y	ou have included. (Note: Y	our complete resume and authorization for Background Check are required.)
		pplication is true to the best of my knowledge. False fficient cause for non-consideration or dismissal after
Jennifer d. la Signatu	ppins	12811 Date
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		с, ,	Meridian, Idaho 83642	
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			jhoppins@bcidaho.com	
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in E	1 1	and leadership skills a	is well as being self motivated, positive and energetic	5.
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		" Madiaal Da	Contract Negotiations with Hospitals, Networks and view Supervisor	Physicians.
10 + 1		TACUICE) AC	Oversee medical necessity and coding review of clai	ims
i -		•	Conduct Process Improvement Activities	
			Provide coding education for MQM department suf	
t i i		St. Alphonsus Physician Se	ervices, Inc. 1999-2002	
		Area Clinic	Administrator	
		· · · · · · · · ·	Administrator over multiple clinics Contract management. RVU's and fee schedules	
			Work with Facility Medical Directors on physician of	contract and clinic
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•		Southwest Idaho ENT 19		
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		EDUCATION:		•
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