

1755 E. Plumb Lane, Suite 252
Reno, NV 89502

Attn: Sandy Anderson
sjanderson@lmt.nv.gov (Subject Line ED Recruitment)

August 2, 2023

Nicole Lee Berry
11568 Tupelo Street
Reno, NV 89506

Dear Ms. Sandy Anderson - I am writing in response to the opportunity for Executive Director Nevada for the State Board of Massage Therapy (Board). After finding the opportunity from <https://linkedin.com/>, I am confident that my skills and my passion for Human Resources and Organizational Development are a perfect match for this position.

Here is a description of how my experience compares with the desired requirements.

Job requirements

Professional certification
Degree
Degree
Public Sector
Nonprofit
Private Sector
Recruitment
Budget administration
Attend, coordinate, and schedule meetings
Confidentiality (files, reports, etc.)
Administrative hearing support
Coaching, Reports, & Presentations
Driver's License
Public information request experience
Credentialing management
Employee & Stakeholder Relations
Microsoft Office Suite & HRIS, equipment, network & hardware
Employee balances & usage
Travel claim management
Human Resources experience
Organizational Design & Development
Strategic goals, planning, & objectives
Advisement, Coaching, Leadership & mentoring

My experience

PHR certificate
Master of Human Resources Organizational Development
Bachelors of Science Business Administration
10+ years
4+ years
12 years
20+ years
12+ years; public and nonprofit sector
20+ years
20+ years
10+ years
15+ years
NV currently held
10+ years
2 years
20+ years; mediation skills training
20+ years
10+ years
15+ years
20+ years
12+ years; public, private, and nonprofit
12+ years
12+ years

Benefits & performance	15+ years
Classification & Compensation	12+ years
Training, Onboarding & Performance	19+ years
Risk Management, Insurance, Safety & WC	
Benefits	15+ years
Research, recommend based on trends and needs	10+ years
Time & attendance	10+ years
Communication, Diversity & Inclusion	16+ years

I have a strong background in research techniques that promote critical thinking skills paired with conflict resolution methods that lead to healthy work habits, approachable team presence, and effective communications for change management. My experience allows proper evaluation of situations both tactically and strategically to make sound decisions that accomplish both short and long-term goals and objectives. I enjoy remaining on a learning path, listening to others views, sharing my knowledge, and work on building consensus by providing high-level professional assistance while building trust with community partners. I understand and hold myself to high standards for self-awareness, active listening, empathy, and motivation and know it must be the foundation to be successful. I can commit to this professionalism and will focus on relationship management.

I would welcome the opportunity to further discuss the Executive Director role reporting to the general direction of the board. If you have questions or would like to schedule an interview, please contact me by phone at (916) 508-6717 or by e-mail at nikki_berry@sbcglobal.net. I look forward to hearing from you.

Sincerely,

Nicole L. Berry MHROD, PHR

Enclosures

Nicole L. Berry MIROD, PHR

Email: nikki_berry@sbcglobal.net Mobile: (916) 508-6717

EXECUTIVE DIRECTOR

Benefits/Compensation/Diversity/Employee Relations/Organizational Development/Recruitment/Training/Strategic Planning

Dedicated, focused professional with an emphasis in achieving department objectives by utilizing change management methods for overall organizational alignment. Core strengths are:

- Process driven for efficiency
- Researching, analysis, reporting
- Customer relationship management
- Mentoring, coaching, training
- Conflict resolution, negotiation skills
- Pursuing teachable moments

Technical Skills:

Microsoft Office, KRONOS 5.1, LAWSON, ADP Enterprise 2.1, Paycom, Peoplesoft 8.1, PeopleClick RMS 4.2.3, SAP, and UKG

Selected Accomplishments:

- Provided annual benefits enrollment to 22 statewide locations successfully working through benefits issues with employees and vendors for flawless enrollment
- Supported an average of 200 employees during their leave of absences status throughout the process for a successful return to work or roll on Long term disability (LTD) indefinitely
- Transitioned short term disability (STD) leave of absence's (LOA's) third party administrator by executing and documenting leave taken using a rolling calendar method capturing usage for future references preventing company liabilities with accurate recordkeeping
- Managed complex leave cases, coordinating medical and legal aspects for employee, managers, and third party administrator moving towards resolution considering policies and compliance with the state and federal laws
- Fully staffed industrial gas plant and supported 22 locations by implementing a full lifecycle recruitment strategy which filled approximately 115 filled requisitions for 5 or 6 cost centers/departments
- Trained management on employment laws resulting in a company savings of approximately \$500,000 receiving a company award and recognition
- Provided annual mandatory company training to 22 locations ensuring compliance
- Assisted the HR business partners in the preparation of a reduction in force of approximately 75 employees by compiling data and information for severance agreements for those affected and assisting with the outplacement to seamlessly make a healthy transition for employee and company
- Employee of the month and highlighted throughout the County for recognition
- Excellence in Public Service for SAP HRIS series and recognized at County of Commissioner's meeting
- Patriotic Employer Award presented by the Secretary of Defense and recognized with Self Help Center & Law Library Program Manager at Town hall meeting and a semifinalist for a freedom award
- Seven Seals award presented by the Nevada State Chair to Northeastern Rural Health Clinics and me individually for its support of military for roles as Ombudsman and for Employer and Military Outreach
- Local recognition for mentoring youth and spending time with high school students showing interest in the health care field
- Found talent all over the United States and presented Lassen County as a must see location to hire 5 Family Nurse Practitioners, Physician Assistants, Family Practice Physicians and Credentialing teammates
- Created a department structure that would allow high level customer support for our organization in Human Resources by developing an in house promotional opportunity for the executive assistant to develop into a Human Resources Recruitment Specialist, LVN to develop into a Quality Manager, LVN to RN to develop into Director of Nursing
- Modified Delegation of Services Agreement and Written Guidelines and protocols following the ever changing laws and rules to create best practices for oversight of the Supervising Physician role
- Volunteer as an Ombudsman for ESGR
- Volunteer at Community Garden in Lassen County
- Created policy for pay recognition and negotiated and implemented better benefits plans creating a savings for the organization, prepared for a compensation plan design and sought and presented a meaningful HRIS system
- Partner with Site Director to support change initiatives and develop a winning team where change is accepted and our goals and metrics are successfully aligned to meet the business needs

09/2021 – 03/2023: Urban Outfitters, Reno, NV

Human Resources Manager for the Reno site of the supply chain. Served at the pleasure of the Senior Human Resources Manager with a dotted line to the Site Director. Partnering with Operations Management, Centralized Planning Services to plan and execute Human Resources for 500 to 950 employees. There is a mix of direct hire and temp staffing to hit our numbers for maximizing plans to be secure and profitable in the market. Participated in Global and nationwide planning meetings and work towards strategic planning, implementation and development of process improvement for training functions to align our companies across the globe. Focused on creating and developing an internal promotional recruitment process as we pair employee engagement to create longevity in tenure and build our talent and team. Lead a team of four to ensure the day to day work is maintained while driving change with organizational development concepts, etc.

- Processed time and attendance on a weekly basis for agency associates and biweekly for employees
- Coordinated and provided meaningful open enrollment to support all employees with education and support with making selections
- Managed and administered site safety program for the HR portion and partnered with the third party vendor, evaluated restrictions with team to set forth accommodations, presented at meetings and provided information to ensure liability was minimized
- Trained on policies, topics, safety, biometrics time keeping, breaks and lunch period, all hands meetings, and state of Peak, huddles, daily stand up for HR topics, compensation updates, labor, staffing, recruitment, management training, and with and on behalf of the Site Director
- Advised and created action plans for employee relations to ensure appropriate conflict resolution including conducting fact finding investigations, mediation, coaching and progressive corrective action
- Maintained professional presence with floor walks, team building, and relationship management
- Created an employee record system for the Reno Campus
- Partnered and succeeded in working together to continue to create structure, competence, compliance, and improvement through HR to enhance production and contribute to operational success
- Participated in special projects as needed
- Managed agencies, held new hire orientation, partnered with recruitment to ensure labor needs were understood and met following laws, goals, needs, and policies
- Created engagement activities targeted for employee population to enhance happiness and inclusion

08/2020 – 05/2021: Washoe Tribe of Nevada & California, Gardnerville, NV

Human Resources Director for the tribal membership of the Washoe Tribe. Served at the pleasure of the Chairman of the Tribal Council in a multi-state organization handling all aspects of Tribal government. Part of the leadership team and function as a department head.

Directed all areas of Human Resources and Organizational Development in areas of policy, recruitment, benefits, strategic planning, training and development, compensation, employee relations and engagement, benefits, and design, etc. Lead and managed a high functioning team and provided high level support to colleagues, presented to Human Resources Board and to Tribal Council to gain consensus to implement ideas for complete lifecycles for Human Resources and Organizational Development concepts and areas, etc. Oversaw a department of five.

07/2020 – 08/2020: Micone Staffing, Las Vegas, NV - contract assignment

08/2018 – 05/2020: Northeastern Rural Health Clinics, Susanville, CA

Human Resources Director for the Federally Qualified Health Center, served approximately 118 employees, in two locations in the Lassen County area. Serve as part of the management team as an advisor to the CEO, Medical Director, managers, supervisors, employees, and community partners in all aspects of high level work in Human Resources. Knowledge of recruitment, benefits, training and development, employee engagement, employee relations, workforce planning, organizational design and development, policy, fair and consistent treatment, fact findings, credentialing, HRIS, performance, coaching, communication, safe work practices, team building, resolution, and positive footprint for goals of organization, etc.

- Developed and successfully implemented recruitment strategies for high level provider and all positions
- Handled all aspects of employee relations to roll out action plans on the lowest level to ensure change and corrective action is taken considering laws, policy, and best practices for the organization
- Heard employee and patient complaints for successful conflict resolution using mediation techniques to create a safe and secure workplace
- Trusted advisor to the CEO, Medical Director, Management, Supervisors, and employees
- Developed compensation plans by participating in studies to make recommendations

- ❑ Negotiated information and parameters for sign on bonus, relocation for determined positions, Locums, contractors, and vendors to then make meaningful recommendations for allocation of budget to be mindful of spending and allocating resources
- ❑ Provided high level analysis and research for the CEO, Leadership and management to produce a variety of options and solutions that are cost effective and align within the organizational goals and objectives
- ❑ Created workforce plans to ensure budget recommendations are requested and provide meaningful information to show needs clearly to promote organizational design and development
- ❑ Provided high level customer service to members of the organization and vendors for collaboration and streamlining process while building professional relationships
- ❑ Streamlined and created accountability for credentialing process
- ❑ Researched and recommended benefits options for our organization
- ❑ Developed, created, implemented plans to move teams in positive directions for change management
- ❑ Promoted mentoring and career development within the organization for performance management
- ❑ Management of budget (Locum budget \$1 million and recruitment budget \$40,000) including streamlining Locum process to ensure coverage while managing costs
- ❑ Formulated solutions to problems by analyzing facts to draw conclusions for improved methods and techniques
- ❑ Researched HRIS offerings to enhance our team
- ❑ Provided leadership and management to a department of four in Human Resources

02/2014 – 02/2018: Second Judicial District Court, Reno, NV

Director of Human Resources and Organizational Development for the Judicial Branch of government, served approximately 185 employees, in five local locations in the Reno Nevada area. Served as one of the table of five members of the Executive Leadership team as an advisor to the District Court Administrator/Clerk of the Court to provide support for 15 District Judges, 6 Program Managers, and all employees. Knowledge of benefits, compensation, employee relations, leave of absence, payroll, performance, recruitment, team building, training, HRIS, gathering facts to analyze information by fair and consistent interpretation of policies for a complete summary of findings to determine and develop an appropriate plan for resolution.

- Analyzed, entered, maintained SAP transactional functions and analysis for the HRIS portion of the system for employees
- Developed human resources related programs, policies, and procedures for the Court that is in compliance with Federal, State, and EEOC guidelines and best business practices
- Supervised one assigned staff, determining work performance standards, conducting performance evaluations, providing direction to staff, conducting employment interviews, and assisting with corrective actions
- Planned, organized, managed, reviewed, and evaluated day-to-day position workflows, employee records administration, benefits administration, and available resources, works directly with Court managers and individual employees to clarify and resolve personnel conflicts/concerns, interpret and apply appropriate ordinances, laws, rules, regulations, and agreements
- Proposed, recommend, and implement changes to Court Human Resources Personnel Policies, Procedures Manual, administrative manual, programs, and systems, as needed, develop and implement court wide training programs, which include Human Resources policies and systems, Equal Employment Opportunity regulations, and professional development opportunities for court employees
- Ensured mandated trainings are conducted and recorded, analyze trends in turnover rates, paid leave usage, in order to provide cost efficient human resources policies, procedures, and services
- Directed the investigation and/or investigate discrimination and harassment complaints
- Responsible for all phases of recruitment including, screening, testing, interview and selection; as well as the development of position specific on-boarding and orientation, in collaboration with assigned supervisors and Court Administration
- Implemented work methods and procedures that promote a safe working environment and ensure proper staff training in work safety
- Planned, organized and partnered with a contract vendor, leadership and management team to build a compensation study to establish market value all positions ensuring all job descriptions were accurate before the onset of this undertaking
- Maintained and acted as a liaison with County departments to ensure employee benefits are offered; design, conduct and coordinate various benefits educational offerings, study and assess benefits needs and trends and present solutions and proposal for consideration
- Oversaw performance management to provide advice, guidance, support and assistance to ensure a consistent and fair process
- Managed a small Human Resources budget \$30,000 for recruitment and employee matters

- Provided indirect management to all employees as needed

06/2013 – 01/2014: Building Solutions Inc., Reno, NV.

Human Resources Compliance Manager for the company, served approximately 30 employees, in multiple states, providing support to the CEO/President, management, superintendent including site and office employees.

- Managed the function of Human Resources and Organizational Development for multi-site/state company
- Built healthy teams to assist in the positive development of the organization for compliance by creating fair and consistent policies and practices which, set clear expectations and reduced risk for the organization
- Constructed process and coaching folks in human resources and related arenas, partnered with CEO President to provide guidance and support for employee relations matters
- Gathered needs assessment for benefits, researching plan options, providing recommendations which, reduced the costs of benefits for both employer and employee while adding competitive plans
- Presented at annual enrollment, new hire orientation and safety information for the organization, making information more transparent for employee engagement and focus on increasing job satisfaction for employees while promoting a safe work environment
- Partnered with vendors, built relationships, and bridged the communications for the employer to provide successful outcomes for the organization
- Managed training for the organization to be in compliance for multiple standards whether it be company, OSHA, employment laws or worksite requirements
- Partnered with management to solve recruitment needs, analyzed information and made recommendations to implement strategies for compliance consideration pairing with finding top talent for the goal of an healthy on-boarding process lifecycle
- Rolled out reduction in force after loss of contracts to ensure a professional process was upheld
- Analyzed information, provided research and worked through facts of scenarios for healthy outcomes and completion of Veteran's (VETS) report

12/2010 – 02/2013: Colusa County, Colusa, CA

Personnel Director for the County of Colusa, served approximately 350 employees, providing support to the Board of Supervisors, management and staff. Knowledge of labor relations, employee relations, recruitment, merit systems, performance, benefits, training, leave of absences, change management, and investigations to interpret policy to apply analysis to scenarios and manage staff.

- Instituted change management initiatives as directed by the Board of Supervisors while partnering with Department Heads in an evolving environment to venture into new directions for County government
- Participated in Organizational Development in existing departments while combining new improved models for staffing development considering needs assessment, vision and mission of the leaders
- Created a consistent foundation for employee relations for clear expectations and positive team development
- Worked with Department Heads to understand departmental learning opportunities to provide high level training to move people to new growth potentials
- Found new talent to enhance County teams using many approaches, creating a consistent recruitment process to ensure County compliance with state and federal laws
- Interpreted scenarios considering state, federal and county laws, policies and procedures to ensure compliance
- Participated in contract creation, review & sought approval, mitigated risk and liability in related arenas, managed complaints throughout the lifecycle of investigations, encouraged appropriate levels of redirection in an coordinated effort to reduce appeals, negotiated successful outcomes, reviewed HR related work compensation claims & coordinated fitness for duty practice to ensure employee safety, met with management & employees on reasonable accommodations, and researched a new EAP program to provide enhanced services
- Coordinated labor relations activities, held a seat at the labor negotiations table with 5 units, interprets memoranda of understanding and assists with grievances and layoffs
- Managed personnel budget of approximately \$250,000
- Direct management of two human resources positions

Steve Bordin former Chief Probation Officer commended me for *“raising the professional bar in the County.”*

10/2009 – 11/2010: Lassen County, Susanville, CA

Personnel Director/Risk Manager for the County of Lassen, served approximately 480 employees, providing support to the CAO, Board of Supervisors, management and staff. Knowledge of labor relations, employee relations, recruitment, merit systems, performance, benefits, training, leave of absences, risk and change management, safety, worker's compensation, investigations to interpret policy and apply analysis to scenarios and manage staff.

- Conducted employee harassment investigations to provide findings
- Served as a member of labor negotiations team to bargain in good faith
- Developed recruitment strategies for Board of Supervisors and management to successfully fill openings
- Directed Risk Management and safety programs to ensure a safe place to work
- Advised management and staff on laws, rules, policies, regulations, to create a positive work environment
- Updated policies in accordance to current state and federal laws and regulations to ensure County compliance
- Created and maintained the Personnel Department budget
- Provided a high level of support to the CAO, Board of Supervisors, Department Heads and staff
- Managed personnel, safety and risk management budget approximately \$250,000 each
- Direct management of two human resources positions

2009: contract assignments

03/2008 – 12/2008: Global Pharmaceutical Supply Group – North America – A Unit of ALZA (Kelly Services), Vacaville, CA. Johnson & Johnson Operating Company

Human Resources Specialist for the supply chain arm of the Johnson & Johnson family of Companies conducting pharmaceutical manufacturing with approximately 800 employees. Knowledge of California Leave of Absences for employer compliance and management of the employee experience. Primary point of contact for employee questions, problems and/or concerns with payroll (P/R) and outsourced third party LOA administrator. Created timelines tracking concurrent leaves in KRONOS systems.

- Facilitated leave of absence process ensuring compliance with both state and federal laws
- Analyzed employee information identifying gaps in reconciling record reflecting accuracy
- Researched employee leaves and documenting time taken to administer communications using a rolling calendar method resulting in accurate recordkeeping and compliance of federal regulations
- Audited processes ensuring compliance for Sarbanes Oxley
- Identified areas of development, designing leave of absence training for supervisors
- Partnered with supervisors, Occupational Health, vendors, and state agencies performing administration for employees ensuring job protection and payment while on leave
- Teamed with HR management, compensation, and recruitment; instituting change management and organizational development
- Participated in projects, entered data, created reports, tested changes considering applicable policies and laws provided advice and counsel to management and employees
- Provided a strong customer focus creating confidence, knowledge, and support of all levels of staff

04/2007 – 06/2007: Yuba Community College, Marysville, CA.

Outreach Recruitment Specialist for the community college system with over 9646 enrolled students. Knowledge of recruitment concepts, relationship building and the ability to create a driven process to increase enrollment.

Initiated process developing a recruitment strategy enrolling students by presenting educational offerings for potential students to attend college.

11/2004 – 04/2007: Airgas Northern California & Nevada, Sacramento, CA.

Human Resources Generalist for an industrial gas distribution company selling hardgoods, welding and safety supplies with over 600 employees. Possesses a working knowledge of policies and procedures partnering with regional leadership team and territory.

- Promoted within a year from HR Specialist to HR Generalist
- Created presentations and reports to use as educational aids for training supervisors and employees
- Counseled management and employees on assessment, career path, training needs and process improvement
- Supported 22 geographical locations, 200+ employees with investigational techniques assisting in resolving conflict management while considering applicable laws, policies and business needs
- Standardized performance reviews for retail job functions
- Drafted and modified existing policies and processes, develop systems for a more efficient HR management
- Recruitment creativity to fill newly built plant and locations with suitable talent

10/2003 – 03/2004: Siemens Transportation Systems, Inc. – (Volt), Sacramento, CA.

Human Resources Administrator for the supplier of light rail vehicles in North America and rail equipment, services and systems integration for public transportation. Knowledge of organization and strong customer service as the point of contact for the department. Entered data into Peoplesoft HRIS system and PeopleClick, an online recruitment tool. Primary point of contact for employee inquiries regarding questions and concerns.

- ❑ Created teaching materials for training and development
- ❑ Helped employees successfully through the enrollment process for annual benefits
- ❑ Uploaded job descriptions standardizing recruitment process resulting in an online application tracking system
- ❑ Redesigned new hire orientation improving the on boarding process

05/2001 – 09/2003: ETR & Associates, Stockton, CA.

Research Assistant for a private, non-profit, health education organization linking research to practice with over 13 employees committed to helping children, young people and adults and their families and communities develop attitudes and behaviors that contribute to optimal health and well being. Practicing a compassionate approach; developing relationships and bridging gaps to research participants with histories of substance abuse with delicate populations to better services for future needs.

Assisted in recruitment, interviews, and retention, maintained participant collection throughout the study, researched and coordinated services for participants, partnered with agencies to provide support, and co-facilitated focus groups gathering information.

08/2000 – 08/2002: University of the Pacific, Stockton, CA.

Assistant to Professor of Operations (2yr) and Program Assistant (9 months) for the university systems with over 6000 students. Strong research and organizational skills to assist in business department.

Developed projects for community and staff development, assisted with research and organization, managed salary survey for student workers, and interviewed candidates for department jobs.

03/1998 – 07/2000: Lassen Community College, Susanville, CA.

Program Assistant (2yrs) and Human Resources Technician Assistant (summer internship) for the community college with over 1800 students. Knowledge of program offerings and the ability to communicate with a diverse population of students to support and teach jobs skills concepts.

Coordinated interview schedules for campus wide interviews, managed worker's compensation, personnel evaluations and administrative projects, counseled students about community services including resume writing, interview techniques, and application process, co-facilitated classes for career development, created classroom tracking methods, and enrolled students from socio-economic backgrounds into college.

Education:

University of San Francisco, San Francisco, CA
Master of Human Resources Organizational Development

University of the Pacific, Stockton, CA
Bachelor of Science, Business Administration

Nikki Berry
08/02/2023
Question responses

Please provide information regarding the following job-related areas: Recruitment - Executive Director

- **Describe your experience working in regulatory enforcement.**

I have 20 years of experience in following legislation and applying federal and state law to a set of facts. In addition, many places I have worked have a personnel manual in which is applied to the facts of situations as well.

Depending on what applies, I write reports to establish findings and make meaningful recommendations based on law & policy. I have experience creating action plans with leaders to ensure liability is minimized. I have been responsible to ensure all steps are followed through and documented in employee files for any corrective action, record of discussion, training and development. All milestones are set and if met then we move on successfully or we continue with training & development or through progressive discipline up to and including termination. I have supported through any potential settlement agreements, law suits and legal matters for the organizations I have worked for throughout my career.

- **Describe your experience in office administration including the types of position supervised.**

I have been at a Directors level for over 10 years wherein I have lead and directed the leadership efforts pertaining to Human Resources & Organizational Development for the following areas: recruitment, compensation, benefits, employee relations, employee engagement, strategy, HRIS & data, presentations, negotiations, risk, leaves, work comp, diversity, training, performance, design and development. Positions supervised under my leadership: front office staff, HR assistant, HR coordinator, HR generalist, HR Assistant Director, and indirect leadership as needed.

- **Describe your experience working with legislators or government officials.**

I have over 3 years of experience working in the Executive Branch of Government and approximately 4 years of experience working in the Judicial Branch of Government, and 8 months experience in Tribal Government as a Human Resources Director. I have worked for the Board of Supervisors assigned to one member primarily, Chief Administrative Officer, and Chairman of Tribal Council. In each of these, I had to participate and present to Board of

Supervisor, Board of County Commissioners, Tribal Council, and at meetings with executive leadership and management,

- **Describe your experience participating in public meetings and following open meeting law.**

I have presented in both open and closed session following the brown act for personnel matters and negotiations. In addition, during budget, I have presented my department needs and made requests for approval for benefits packages, securing vendors for support, and answered questions as subject matter expert for Human Resources & Organizational Development. I have also presented on topics such as policy adoption, creation, review, and revision.

- **Describe your experience developing and administering a budget.**

I have managed budgets for over 10 years with amounts ranging from \$30,000 up to \$250,000, and have supported with a \$1 million credentialing budget for providers and locums in a health care setting.

I have managed line items, entered records and reconciled. I have requested adjustments and partnered with finance to ensure we are working together as partners. I have requested additional budget to increase for staff for salary and benefits. I manage budget and I am a good steward of public funding. Entries are made as we go and I perform monitoring to ensure line items are coded properly by month end. If we will save, I try to see if money can be used in other areas for education, training, engagement, bonus, raises, or improvements.

- **Describe any experience you may have with human trafficking and/or dealing with sexual assault victims.**

During my employment with ETR & Associates, I was a research assistant and the population served was women with substance abuse, mental health and histories of trauma in Stockton, CA. I was responsible for the high risk population wherein I recruited women to be a part of the study, interviewed, and retained them for the course of a year. Our site provided the pairing of services for housing, treatment, therapy, court, etc. We conducted focus groups to gain knowledge in addition to in depth interviews at 3, 6, 9 and 12 months touch points. Many of these women had histories of sexual assault and they remained in the sex trade as a profession. I built a solid rapport with these women in my case load and I followed and tracked them successfully. It is with this information that we hoped government could find ways to help this population and support ending the cycle of abuse. I was well liked and respected in the 8 block radius that no one went in the down town area. The street people knew I was trying to help. I was kept safe throughout my work in transporting these women from downtown to and from the office and back to where they were to be dropped off. It was an extremely rewarding experience to be able to build trust and to make a difference.

I have experience from an HR perspective and supporting departments in the following: victim advocate, domestic violence, and substance abuse services, mental health services,