

# Region F Aging Advisory Committee

## Applicants At-A-Glance

### Eligible for Reappointment

Name	District	Gender	Ethnicity
Williams, Terri	2	Female	African American

### Two (2) Two-year terms expiring June 30, 2028 (Delegate Slot)

Name	District	Gender	Ethnicity
Cucco, Elizabeth	5	Female	Caucasian/Non-Hispanic
Adams Miller, Dawn	6	Female	Caucasian/Non-Hispanic
Young-Davis, Natasha	2	Female	African American

### One (1) One-year term expiring June 30, 2027 (Alternate Slot)

Name	District	Gender	Ethnicity
Dean, Jeffrey	6	Male	Caucasian/Non-Hispanic

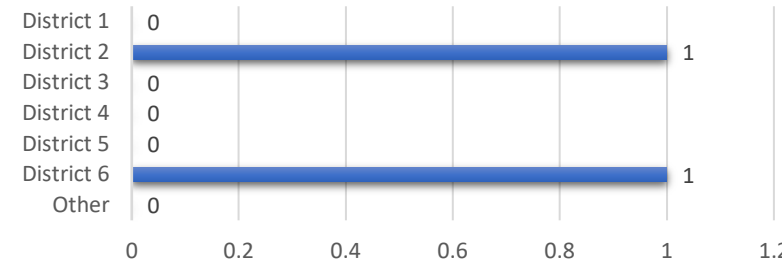
**Note:** Elizabeth Cucco applied to the Library Board of Trustees. If she is appointed to serve on the Region F Aging Advisory Committee as a Delegate, she will be ineligible for nomination to the Library Board of Trustees.

# REGION F AGING ADVISORY COMMITTEE DEMOGRAPHICS

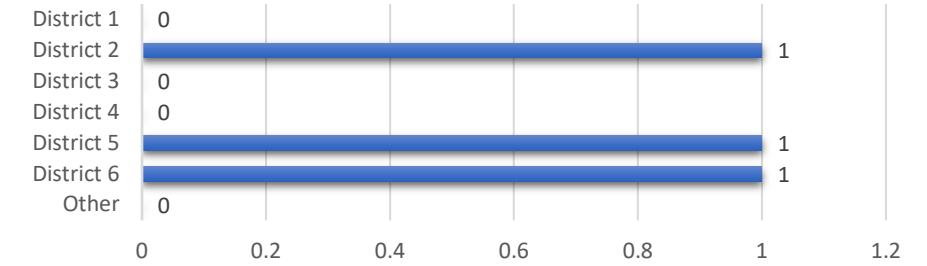
## Districts

	Members	Applicant
District 1	0	0
District 2	1	1
District 3	0	0
District 4	0	0
District 5	0	1
District 6	1	1
Other	0	0
<b>Total</b>	<b>2</b>	<b>3</b>

Members by District



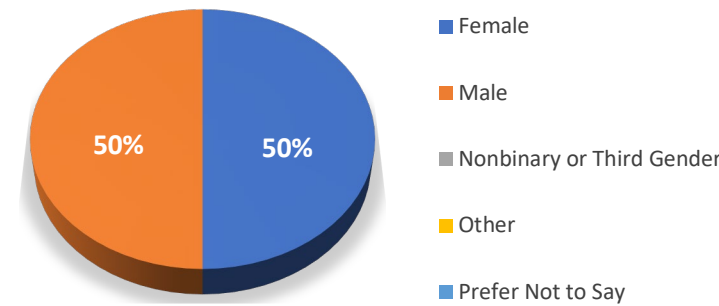
Applicant by District



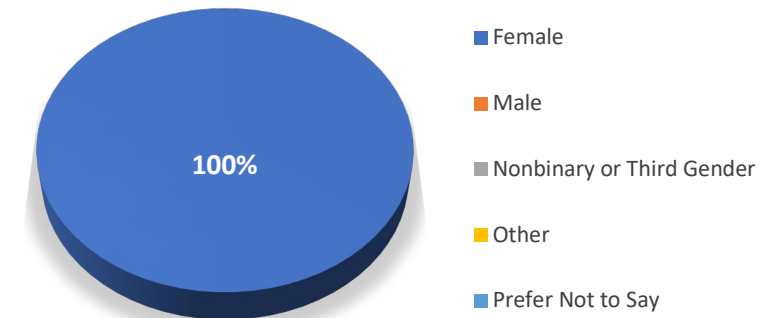
## Gender

	Members	Applicant
Female	1	3
Male	1	0
Nonbinary or Third Gender	0	0
Other	0	0
Prefer Not to Say	0	0
<b>Total</b>	<b>2</b>	<b>3</b>

Members by Gender



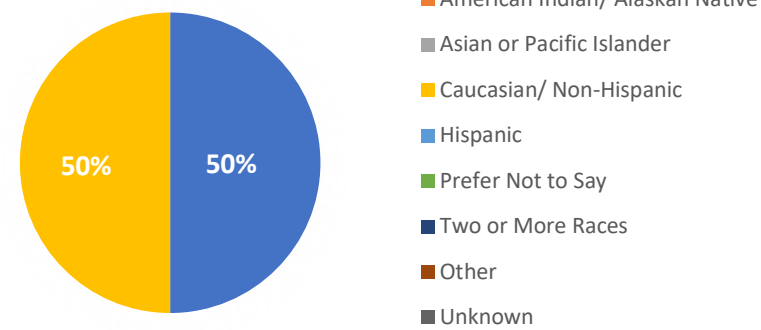
Applicant by Gender



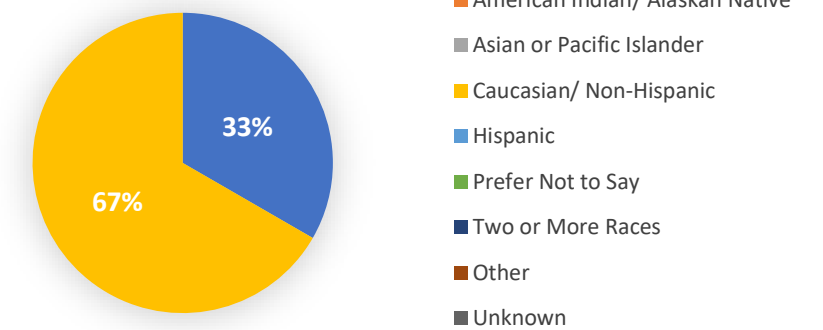
## Ethnicity/Race

	Members	Applicant
African-American	1	1
American Indian/ Alaskan Native	0	0
Asian or Pacific Islander	0	0
Caucasian/ Non-Hispanic	1	2
Hispanic	0	0
Prefer Not to Say	0	0
Two or More Races	0	0
Other	0	0
Unknown	0	0
<b>Total</b>	<b>2</b>	<b>3</b>

Members by Ethnicity/Race



Applicant by Ethnicity/Race



# Region F Aging Advisory Committee

## Applicants At-A-Glance

### Eligible for Reappointment

Name	District	Gender	Ethnicity
Williams, Terri	2	Female	African American

## Statement to Applicants

### Which Boards would you like to apply for?

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Historic Landmarks Commission: Reapplying  
Juvenile Crime Prevention Council: Reapplying  
Region F Aging Advisory Committee: Reapplying  
Small Business and Entrepreneurship Advisory Board: Reapplying

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## Profile

Terri Williams  
First Name Last Name

### What other names have you used? (includes, legal names, aliases, maiden names or professional monikers) NOTE: If none, please note N/A

---

Felder

indycj2012@gmail.com  
Email Address

9540 Steele Meadow Road  
Home Address

Charlotte NC 28273  
City State Postal Code

### What Mecklenburg County District do you live in? Please verify below. \*

---

2

### How long have you been a resident of Mecklenburg County? Please include months, or years.

---

26 years

### My age range is (please select one): \*

---

Over 55

### Ethnicity \*

---

African American

### Gender \*

---

Female

---

## Profile

Terri  
First Name

Williams  
Last Name

**What other names have you used? (includes, legal names, aliases, maiden names or professional monikers) NOTE: If none, please note N/A**

Felder

indycj2012@gmail.com  
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9540 Steele Meadow Road  
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City

NC  
State

28273  
Postal Code

**What Mecklenburg County District do you live in? Please verify below. \***

2

**How long have you been a resident of Mecklenburg County? Please include months, or years.**

26 years

**My age range is (please select one): \***

Over 55

**Ethnicity \***

African American

**Gender \***

Female

---

## Interests & Experiences

### Education

NCCU Undergraduate 1981 University of Phoenix Graduate 2015

Semi Retired  
Employer

Semi Retired  
Occupation

### Business and civic experience

Worked in customer service management positions for 38 years. Was a member of Big Brothers/Big Sister

## Area of expertise and interests/skills

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Delivering consistent premier, top notch customer service. Love People...very relatable with millenials and Gen Z

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## Additional Information

**If you are or have ever served on a Mecklenburg County board/commission, please answer yes or no. If yes, please disclose the Board and term-end date.**

---

No

**Why are you interested in serving on the board(s) to which you are applying?**

---

Think I can make a difference. Specially for the youth organization, the violence is outrageous and so ☹️ sad.

**Have you attended a meeting of the advisory board(s) to which you are applying?**

---

Yes  No

**Hours Per Month Available for Position**

---

15-20

**How did you learn of the vacancy? \***

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Mecklenburg County Website

[twilliams\\_resumeOct2021.doc](#)

Upload a Resume

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## Disclosure

**Are you a Mecklenburg County resident?**

---

Yes  No

**Are you a current Mecklenburg County employee? (Mecklenburg County employees are prohibited from serving on any board where appointments are made by the Board of Commissioners. If you are a current, county employee who is to serve in an ex-officio and/or non-voting capacity on any board when required by law, please email [clerk@mecknc.gov](mailto:clerk@mecknc.gov) before submitting an application.)**

---

Yes  No

**Are you a current vendor with Mecklenburg County?**

---

Yes  No

• Do you have any personal or business interest that could create a conflict (either real or perceived) if appointed? If yes, please explain the conflict.

---

Yes  No

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## Board Specific Questions

### Disclaimer

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I, hereby, authorize Mecklenburg County to verify all information included in this application. I certify that I have read the appointment policy and that the information contained in this application is true according to the best of my knowledge and belief. I certify that I am providing my legal name and address in which I reside. I understand that inaccurate or untrue information will be cause for removal from any appointed advisory board. By submitting this application, I agree to adhere to all County policies pertaining to advisory boards, including attendance. I understand if I do not achieve 65% annual attendance, I will be automatically removed from the board or commission to which I am appointed. I understand that this application is subject to the N.C. Public Records Law (NCGS § 132-1) and may be released upon request.

---

I Agree

**Signature of Applicant (Sign Your Legal Name):**

---

Terri Marie Williams

# TERRI M. WILLIAMS, MBA

9540 Steele Meadow Rd, Charlotte, NC 28273

indycj2012@gmail.com

## *BUSINESS OPERATIONS LEADER*

Professional Business Leader empowering financial and communications teams to provide top-quality customer service, attractive deliverables, and contributions to operational revenue. Proven experience of managerial excellence reflected in employment longevity, loyalty, and keen senses that support high performance. Proficiency in developing innovative and effective programs to encourage productive performance, and to serve as a substantial internal and external business partner.

### Financial and Management Competencies

- Team Mentorship
- Documentation & Reporting
- Quality Customer Service
- Statistical Analysis
- High-Wealth Account Management
- Financial Transaction
- Regulatory Compliance
- Issue Resolution

### CAREER EXPERIENCE

Continuum Services LLC - Charlotte, NC

#### **Operation Manager, June 2015 – March 2020**

- Determines call center operational strategies by conducting needs assessments, performance reviews, capacity planning, and cost/benefit analyses; identifying and evaluating state-of-the-art technologies; defining user requirements; establishing technical specifications, and production, productivity, quality, and customer-service standards; contributing information and analysis to organizational strategic plans and reviews.
- Specializing in handling customer escalated matters; if Team Leads were unable to resolve customer matters, the issue(s) would be handled by Operation Manager with high resolution percentage.
- Managed 15 Team Leads directly with the indirect responsibility of 120 phone agents. Responsible for delivering optimal customer service. Specializing in maximizing productivity from Gen Z and Millennial workforce. Consistent top performer for customer service as confirmed via external survey resources.
- Accomplishes call center human resource objectives by recruiting, selecting, orienting, training, assigning, coaching, counseling, and disciplining employees; administering scheduling systems; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures.
- Accomplishes organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

#### **Supervisor, March 1999 – June 2015**

Instrumental to executive partnerships in contributing substantial input to informational and strategic planning meetings, and daily customer service supervision and mentorship of 10-15 representatives driving customer support.

*Key Contributions:*

- Address and resolve customer issues, and design and execute successful client retention programs and initiatives.
- Analyze scheduling and payroll deficiencies to develop improved time keeping and processing methods, and monitor key metrics including organizational promoter scores, next call prevention, call handling components, sales, and customer retention to track and evaluate result-oriented performance.
- Evaluate and disseminate crucial Sprint - Xerox information to aid customer service representatives in conducting appropriate tasks.
- Report daily, weekly, and monthly statistical data for direct reports' use in aligning individual performances.

JP CHASE, New York, NY

**Assistant Vice President - Private Banking Division, 1982 – 1999**

Provided operational management to as many as ten relationship management and assisted senior investment professionals supporting over 100 high-net worth portfolio clients to successfully complete depository transactions, initiating large volume accounts processing check orders, money wires and cables, foreign currency purchases and collections, and transfers.

*Key Contributions:*

- Identified, analyzed, and resolved account errors, potential fraudulent transactions, and actual losses to maintain account accuracy.

*...continued...*

**TERRI M. WILLIAMS, MBA · PAGE 2**

- Managed daily overdraft summary reports to approve overdrafts within authorized parameters.
- Oversaw significant deposits within high-value client accounts, collaborating with bank and credit agents to identify and mitigate account deficiencies.
- Joined credit officers in meeting with clients, providing confirmation of documentation. | compliance.
- Collaborated with credit officers to daily client interactions and troubleshooting, opening credit and deposit accounts, and performing all account wire and transfer activity.
- Design and maintain status reports to document activity of credit, mortgages, and home equity products.

*EDUCATION*

**Master of Business Administration**

UNIVERSITY OF PHOENIX

**Bachelor of Business Administration**

NORTH CAROLINA CENTRAL UNIVERSITY

***PROFESSIONAL CONTRIBUTIONS***

BPW – Business & Professional Women- August 2012

*Big Brothers & Big Sisters Organization – June 2012*

# Region F Aging Advisory Committee

## Applicants At-A-Glance

**Two (2) Two-year terms expiring June 30, 2028**  
(Delegate Slot)

<b>Name</b>	<b>District</b>	<b>Gender</b>	<b>Ethnicity</b>
Cucco, Elizabeth	5	Female	Caucasian/Non-Hispanic
Adams Miller, Dawn	6	Female	Caucasian/Non-Hispanic
Young-Davis, Natasha	2	Female	African American

**Note:** Elizabeth Cucco applied to the Library Board of Trustees. If she is appointed to serve on the Region F Aging Advisory Committee as a Delegate, she will be ineligible for nomination to the Library Board of Trustees.

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**Statement to Applicants****Which Boards would you like to apply for?**

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Region F Aging Advisory Committee: Submitted

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**Profile**

Elizabeth

First Name

Cucco

Last Name

**What other names have you used? (includes, legal names, aliases, maiden names or professional monikers) NOTE: If none, please note N/A**

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Liza Cucco

lizacucco@gmail.com

Email Address

4230 Cameron Valley Parkway

Home Address

Charlotte

City

NC

State

28210

Postal Code

Mobile: (201) 912-9630

Primary Phone

Alternate Phone

**What Mecklenburg County District do you live in? Please verify below. \*** 5**How long have you been a resident of Mecklenburg County? Please include months, or years.**

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3 years, 9 months**My age range is (please select one): \*** 30 to 45**Ethnicity \*** Caucasian/Non-Hispanic**Gender \*** Female

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**Interests & Experiences**

Elizabeth Cucco

## Education

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Bachelors of Fine Arts Degree in Interdisciplinary Art and Minor in Theology from Biola University. Master of Arts Degree from University College London in Media Art

Lifetime Arts

Employer

Director of External Affairs

Occupation

## Business and civic experience

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Throughout my career, I have worked in museums and culture, media and entertainment, and in the nonprofit sector. In 2011, I was the founding staff member of Hackney Foodbank in London, which was a foodbank and a crisis support center. I ran that organization for almost 5 years, growing it from a small start up in a shipping container to a fully-fledged organization with a warehouse, multiple staff and a roster of over 200 volunteers. When I returned to the US, I worked for an environmental arts nonprofit that organized community led, city-scale, community-informed arts projects which aimed to engage local residents in urban planning and environmental infrastructure projects in their cities. While we had small projects in many cities across the country, our major initiatives were in New York City and Milwaukee. In 2022, I joined Lifetime Arts, the leading 'creative aging' training, capacity building, and advocacy organization across the country. We work cross-sector to support the expansion of creative opportunities for older adults and to work with state and local communities to integrate evidence-based, arts led programming into healthy aging plans and policies.

## Area of expertise and interests/skills

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My professional experience extends from communications to general nonprofit management. In my roles, I have been responsible for everything from building websites to human resources, so while I am now focused on communications and public affairs, I have a generalist background. Currently, I am responsible for Lifetime Arts work on arts and healthy aging policy. I also serve on a few working groups as a part of All Ages All Stages, North Carolina's Multi-sector Plan for Aging, and am involved with the North Carolina Coalition on Aging. I have extensive experience at Lifetime Arts working with libraries and library systems across the country, as well as experience managing IMLS grants. When I saw there was a vacancy on the board of trustees, I thought that my specific expertise working nationally with library systems in older adult programming could enable me to serve and support an institution that has become important to me since moving to Mecklenburg County. Professionally, I have helped organize training, community programs, community design charrettes. In addition to this experience with aging policy and community programming, I am an active member of the Charlotte arts community and have a lifelong artistic practice. I am a trained visual and media artist, but my current primary art form is participating in the improv community. I perform regularly with Charlotte-based improv groups Mom's Adhesive, Drama Queens, and Pillow Talk, and am proud to represent Charlotte at improv comedy festivals on tour with Drama Queens and AOS players. I care a great deal about raising Charlotte's profile as a major cultural destination in the South.

## Additional Comments

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I selected all the board options I think my expertise would be of benefit to, and would be happy to serve on any one of them if the commissioners saw me as a fit. My first choice would be the arts and science commission. NOTE: I do not think my employer working with libraries is a conflict of interest, because we are a nonprofit and do not currently have a project with Mecklenburg Library or the State Library of North Carolina, but we may be working on a project later this year with Brunswick County Library system, training and supporting their team to deliver a grant-funded pilot project. It is also possible that a library worker in the county may individually decide to attend one of Lifetime Arts' open public training opportunities. I don't think this is a conflict of interest so I did not mark that below but I wanted to disclose it just in case the board views it as one. I do not personally profit when Library workers or library systems work with lifetime arts or utilize any of our resources.

Elizabeth Cucco

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## Additional Information

If you are or have ever served on a Mecklenburg County board/commission, please answer yes or no. If yes, please disclose the Board and term-end date.

no

**Why are you interested in serving on the board(s) to which you are applying?**

I am looking for a way to use my skills to contribute directly to the greater good of the community I live in and benefit from. Charlotte is an exciting city to live in, as we are growing and becoming more of a destination, and I want to contribute to growing our reputation. As mentioned above, I selected the Board options where I thought I could make the most impact, and that were the best match for my expertise.

**Have you attended a meeting of the advisory board(s) to which you are applying?**

Yes  No

**Hours Per Month Available for Position**

4-12

**How did you learn of the vacancy? \***

Mecklenburg County Website

[LizaCucco-Resume-202605.pdf](#)

Upload a Resume

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## Disclosure

**Are you a Mecklenburg County resident?**

Yes  No

**Are you a current Mecklenburg County employee? (Mecklenburg County employees are prohibited from serving on any board where appointments are made by the Board of Commissioners. If you are a current, county employee who is to serve in an ex-officio and/or non-voting capacity on any board when required by law, please email [clerk@mecknc.gov](mailto:clerk@mecknc.gov) before submitting an application.)**

Yes  No

**Are you a current vendor with Mecklenburg County?**

Yes  No

• Do you have any personal or business interest that could create a conflict (either real or perceived) if appointed? If yes, please explain the conflict.

---

Yes  No

---

## Board Specific Questions

### Disclaimer

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---

I Agree

**Signature of Applicant (Sign Your Legal Name):**

---

Elizabeth Anne Cucco

**A creative non-profit strategist, communications leader, and arts advocate with 15+ years of experience building mission-driven organizations, leading community engagement initiatives, and advancing public-facing programs that connect arts, aging, health, and civic life. Skilled in strategic communications, public programming, partnership development, advocacy, fundraising, and organizational growth. Experienced collaborator with government agencies, cultural institutions, and community organizations in the U.S. and U.K. Passionate about strengthening inclusive public spaces, lifelong learning, and creative engagement for older adults.**

## **EXPERIENCE HIGHLIGHTS**

### **Lifetime Arts | Director of External Affairs | Remote, January 2024-Today**

Leading external affairs strategy for a national nonprofit focused on creative aging and healthy aging initiatives

- Direct organizational communications, advocacy, public relations, and public-facing programming.
- Support development of multi-sector partnerships connecting arts, aging, healthcare, and public policy.
- Contribute to statewide and national conversations around healthy aging and creative aging best practices.
- Develop advocacy and communications tools to support equitable access to arts engagement for older adults.

### **Director of Strategic Communications | January-December 2024**

- Led organizational rebrand, including mission, vision, and values refresh.
- Directed launch of new organizational website and content strategy.
- Supported strategic planning initiatives and strengthened public-facing communications.
- Increased organizational clarity and consistency across stakeholder communications.

### **Project Manager | March 2022-December 2023**

- Implemented organization-wide project management systems and CRM infrastructure.
- Streamlined workflows and improved cross-team collaboration.
- Supported strategic planning and operational development initiatives.

### **City as Living Laboratory | Program and Communications Manager | New York City, May 2017- March 2022**

Led communications, operations, and public programming for an arts and urbanism nonprofit

- Produced 10–25 public programs and events annually focused on community engagement, art, ecology, and civic participation.
- Developed communications strategy that contributed to over 200% growth in organizational revenue.
- Created public engagement resources recognized by the National Endowment for the Arts as a case study in community engagement best practice.
- Led successful organizational transition to virtual programming during COVID-19, increasing event participation by 200%, a 25% increase in new donors, and \$400,000+ in major donor investment

### **Teaching Artist & Curriculum Writer | Creative Art Works, New York City, February 2017- March 2020**

- Designed and taught arts-based educational programming for youth.
- Developed curricula connecting creative practice, design thinking, and life skills.

### **The Hackney Foodbank | Senior Project Manager/ Managing Director | London, UK, June 2012-November 2016**

Founding operational leader for a startup nonprofit serving residents experiencing food insecurity.

- Built organization from launch into a sustainable nonprofit serving more than 10,000 community members.
- Managed staff, volunteers, partnerships, operations, communications, and fundraising.
- Developed relationships with local government, community organizations, media, and philanthropic partners.
- Served as public spokesperson across television, radio, and print media.
- Secured sustainable funding and oversaw expansion to five service sites and a new warehouse facility.

**Sometimes it is the little things we do that make the greatest difference.** *My career hasn't just been built on my star accomplishments, but also the little steps and shifts along the way. Everything on this list has helped me to become the leader that I am. My creative work taught me agility, fearlessness, and how to pitch an ambitious idea successfully.*

## **BOARD RELEVANT EXPERIENCE**

**All Ages, All Stages – North Carolina’s Multi-Sector Plan for Aging | Working Group Member | North Carolina department of Health and Human Services | 2025-Present**

- Collaborate with statewide leaders to support planning and policy recommendations for healthy aging across North Carolina.
- Contribute expertise in arts engagement, communications, and community-centered programming.

## **Volunteer + Community Leadership Highlights**

- Volunteer, North Carolina Democratic Party [2024-Present]
- Youth Worker, Northern Valley Ecumenical Youth Project [2017-2019] St Mark’s Kennington [2015-2016]
- Event Coordinator, First Friday London (monthly networking event) [2014-2016]
- Community Organizer, LondonCitizens [2011-2013]

## **PROFESSIONAL ARTS EXPERIENCE**

I trained as an artist, filmmaker, and media pro. It’s perhaps an improbable start for a non-profit leader, but the amazing thing about an arts education is that its core value is problem solving. Every leadership skill I have was forged in the furnace of creativity. I’ve worked for big studios, small businesses, museums, and arts organizations, full time from 2005-2012 and then part time up until 2017. **Full creative resume available upon request.**

## **Selected Publications**

- Writer, ‘Expanding the Circle: Strategies to Build Support for Creative Aging,’ Lifetime Arts
- Contributing Writer, “Creating Moments that Matter: a guide to building performance-based programs for individuals with dementia and their caregivers” Lincoln Center for the Performing Arts
- Writer, ‘How to survive in a desert place’ Nomad Podcast
- Writer, “Having a Smartphone Doesn’t Mean You’re Not Poor,” New Statesman
- Writer, “A Call to Restore Dignity,” Labour Briefing
- Editor & Designer, “In Search of a Homeland” (Educational Booklet)

## **EDUCATION**

**MFA in Media Arts**, University College London, London, UK [2009-2011]

**BFA in Interdisciplinary Art**, Double Minors in Film & Theology, Biola University, La Mirada, CA [2000-2005]

## **SOFTWARE SKILLS**

Airtable, Adobe Creative Suite (especially InDesign, Photoshop, Premiere), Asana, Basecamp, Constant Contact, Canva, DonorPerfect, Every Action, Filemaker Pro, Google Apps, Hootsuite, Hubspot, Instagantt, Instagram, Mail Chimp, Monday, MS Office, Quickbooks, Squarespace. Google Project Management Certification. Asana Workspace Manger and Ambassador Certifications.

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**Statement to Applicants****Which Boards would you like to apply for?**

---

Region F Aging Advisory Committee: Submitted

---

**Profile**

Dawn

First Name

L

Middle  
Initial

Adams Miller

Last Name

**What other names have you used? (includes, legal names, aliases, maiden names or professional monikers) NOTE: If none, please note N/A**

---

Dawn Byrne, Dawn Adams

dawnladams@hotmail.com

Email Address

9512 Errington Ln

Home Address

Mint Hill

City

NC

State

28227

Postal Code

Home: (704) 995-9092

Primary Phone

Alternate Phone

**What Mecklenburg County District do you live in? Please verify below. \*** 6**How long have you been a resident of Mecklenburg County? Please include months, or years.**

---

20**My age range is (please select one): \*** Over 55**Ethnicity \*** Caucasian/Non-Hispanic**Gender \*** Female

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**Interests & Experiences**

Dawn L Adams Miller

## Education

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MS Instructional Technology

None  
Employer

Corporate trainer  
Occupation

## Business and civic experience

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Owned my own small business, worked 30+ years in multiple Fortune 100 corporations, Member WFAE Community Advisory Board (CAB), Director of Voter Services, Charlotte/Mecklenburg League of Women Voters, volunteer at Shepherd Center, Mint Hill Arts, Independent Picture House, WFAE, work elections as a Provisional Transfer Assistant.

## Area of expertise and interests/skills

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corporate training, documentation, technology, old (and new) movies, books, travel, etc.

---

## Additional Information

**If you are or have ever served on a Mecklenburg County board/commission, please answer yes or no. If yes, please disclose the Board and term-end date.**

No

**Why are you interested in serving on the board(s) to which you are applying?**

Interested in serving the community in any way I can.

**Have you attended a meeting of the advisory board(s) to which you are applying?**

Yes  No

**Hours Per Month Available for Position**

10

**How did you learn of the vacancy? \***

Word of Mouth

**If you answered other - Where did you learn of this vacancy?**

Mecklenburg County Board Bulletin

[Dawn\\_Adams\\_Miller\\_-\\_Resume.docx](#)

Upload a Resume

---

## Disclosure

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---

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---

Yes  No

---

## **Board Specific Questions**

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---

I Agree

**Signature of Applicant (Sign Your Legal Name):**

---

Dawn Lorraine Adams Miller

## DAWN ADAMS MILLER

Charlotte, NC 28079 / 704-995-9092

[dawnladams@hotmail.com](mailto:dawnladams@hotmail.com) / [www.linkedin.com/in/dawnadamsmiller](http://www.linkedin.com/in/dawnadamsmiller)

### SUMMARY AND SKILLS

Experienced learning and development professional. Innovative, creative, and knowledgeable. Passionate about employee improvement. Capable of managing corporate training functions. Able to effectively and efficiently align initiatives with business needs from strategy through implementation. Consulting, vendor, small business ownership, and corporate experience in multiple verticals.

- ✓ Learning and Development
- ✓ Instructional Design
- ✓ Curriculum Management
- ✓ New Hire Training
- ✓ Sales Training
- ✓ Collaboration
- ✓ Learning Technology
- ✓ Metrics
- ✓ Creativity

#### Technical Skills

- ✓ Content Development
- ✓ Basic digital video creation/editing
- ✓ Basic AI prompt engineering

### PROFESSIONAL EXPERIENCE

**Contractor**, Charlotte, NC

#### **Senior Instructional Designer**

**2020 - 2025**

- ✓ Designed and developed sales enablement training for internal and partner sales and technical sales teams, including:
  - o Product Training
  - o Process Training
  - o Sales Training and Resources

Microsoft: 6/20 - 12/20

Created MOOC on influence for the internal sales organization. Responsible for content curation, media selection, course creation, and pilot testing.

Avalara: 1/21 - 6/21

Created customer-facing training on software features and functions. Was hired full-time to support sales enablement.

VMware: 3/23 - 10/24

Multiple sales enablement projects are creating training for internal and external account managers and solution engineers. Was responsible for content acquisition, media selection, and course creation.

Cisco: 6/25 - 8/25

Responsible for working with SMEs to acquire content, create ILT assets (decks, facilitator guides, participant guides), and prep assets for delivery via CVENT for a two-day live solution engineer training event that was part of Cisco's sales kick-off event.

**Avalara**, Charlotte, NC

#### **Sales Enablement Learning Experience Designer**

**2021 - 2023**

- ✓ Planned, designed, developed, and deployed sales-facing learning experiences for Customer Account Managers (CAMs) who generated 80% of company revenue, including:
  - o New Product Training

- o Industry Training
- o Tax Concept Training
- o Sales Skills Training
- o Process Training
- o Onboarding Training
- o Annual Sales Event training

**Contractor, Charlotte, NC**  
**Senior Instructional Designer**  
**2020 - 2021**

- ✓ Designed and developed a Massively Open Online Course (MOOC) about Influence for professional services division of major software company.
- ✓ Designed and developed customer-facing training for a well-known cloud-based tax software company.

**Oracle + NetSuite, Charlotte, NC**  
**Senior Sales Enablement Designer, Learning & Development**  
**2017 - 2020**

- ✓ Designed learning solutions for direct and field sales teams for products, processes, systems, and onboarding. Solutions were eLearning, virtual classroom, and live classroom solutions.
- ✓ Collaborated with instructional development teams to create and deliver solutions.
- ✓ Consulted on content development process and procedures.
- ✓ Created instructional design content for non-L&D team members.
- ✓ Consulted on learning and development tools and analytics.

**METLIFE, Charlotte, NC**  
**Learning Strategist, Customer Service Center**  
**2016**

- ✓ Led team of instructional designers, contractors, and facilitators in the transformation of new hire and continuous learning programs for call center personnel.
- ✓ Led implementation of new learning technology to provided curated and self-directed sales coaching and business group leadership development.
- ✓ Led transition of courses to new SuccessFactors LMS.
- ✓ Managed design and development of eLearning for blended learning solutions.

**ORACLE CORPORATION, Charlotte, NC**  
**Program Manager, Oracle Sales Academy**  
**2014 - 2016**

OracleDirect Sales Rep Learning Plan

- ✓ Created strategy for three year learning for OracleDirect inside sales representatives.
- ✓ Built out a global multi-year, multi-release implementation plan, including implementation of the program.

OracleDirect College New Hire program

- ✓ Updated content and delivery methods for OracleDirect multi-week Class Of college new hire program.
- ✓ Responsible for redesigning content, aligning with OSA assessment and survey strategy, implementing learning activities, and continuously improving learner experience.

**CISCO SYSTEMS, INC., Charlotte, NC**  
**Career Development, Talent Management Learning & Development Manager**  
**2013 - 2014**

Led career development strategy, supported communications, training, and change management for strategy and deliverables. Collaborated with multiple stakeholders in Talent Management, HR, and the business.

- ✓ Created a highly usable career development tool that showed job roles, career paths between roles, competencies, and related learning & development opportunities.
- ✓ Received a 4.5 out of 5 user approval rating. Received company-wide and external industry recognition.

### **Business Engagement Manager, Legal Services, LDSG**

**2011 - 2013**

Provided learning and development strategic planning and implementation for the Legal Services group. Worked with General Counsel, senior vice presidents, directors, and others to determine training needs. Created and implemented a new metrics program. Consulted with internal teams on new hires, professional development, and intellectual property programs. Created, planned, and implemented professional development topics for the annual division meeting.

- ✓ Standardized and structured learning and development processes.
- ✓ Improved group's employee satisfaction with L&D support and activities per organizational health index. Increased program adoption, consumption rates, and customer satisfaction.
- ✓ Received recognition from Legal senior management.

### **Business Engagement Manager, Enterprise Initiatives, LDSG**

**2009 - 2011**

Planned, designed, and implemented learning and development activities to support enterprise wide operational excellence initiatives. Provided strategy, consulting, and overall change management support. Engaged with senior management and stakeholders for needs analysis, training plan development including budget and resources. Integrated program with overall change management work. Negotiated and secured vendors. Collaborated with internal resources to implement, deliver, and track success.

- ✓ Impacted as many as 4000 employees with multiple programs.
- ✓ Received high customer satisfaction scores for all programs.
- ✓ Received awards and other recognition from Cisco and external industry groups.

### **Program Manager, Worldwide Sales Force Development**

**2006 - 2009**

Designed high-end, media-rich, eLearning-based new product training for 90,000 internal and external sales personnel for Data Center products. Worked with several business units to gather pre-launch information, with Subject Matter Experts, and media development to take content from high-level design to final deployment.

- ✓ Programs impacted 14,000 employees' globally and resulted in a higher than normal adoption rate and a 4.5 out of 5.0 customer satisfaction rating.

**TIAA-CREF, Charlotte, NC**

### **Instructional Design Manager**

**2005 - 2006**

Managed planning, development, and deployment of technical training solutions. Responsible for curriculum planning, design, and development, as well as being the project lead for the company-wide replacement of all the major computer systems. Managed five instructional designers as both a project manager and a people manager. Evaluated and made process and content improvement recommendations for existing instructor-led programs.

- ✓ Increased L&D resource availability by conceiving and implementing a separation of L&D activities from business communications activities.

**MICROSOFT, Charlotte, NC**

### **Learning & Development Manager, SMSG Readiness**

**2003 - 2005**

Managed planning, development, and deployment of technical and soft skill training solutions in various delivery modalities, including eLearning. Worked cross-functionally with curriculum planners, development groups, and global release and delivery groups. Responsible for ensuring projects were on time, on budget, and globally deployable.

- ✓ Released several high-profile projects and programs.
- ✓ Received customer feedback that one project was one of the most successful projects and partnerships she'd ever experienced with SMSG Readiness.

## **Content Manager, Global Learning Services**

**2001 - 2003**

Managed technical training content development groups that supported internal training of Worldwide Services (consultants and support professionals). Created eLearning, blended, and instructor-led content. Participated in selecting and implementing a learning content management system (LCMS).

### **Additional Relevant Experience**

NASCO, Inc.	Atlanta, GA	<b>Manager, Learning Technologies</b>
Ernst & Young	Atlanta, GA	<b>eLearning Project Manager</b>
Asymetrix	Winston-Salem, NC	<b>Senior Manager, Online Learning</b>
TechKnowledge, Inc.	Kernersville, NC	<b>Principal - custom technology delivered programs</b>
Andersen Consulting	Hartford, CT	<b>Senior Consultant - technical training</b>

## **EDUCATION AND OTHER**

Boise State University, Boise, ID

**Master of Science - Instructional Technology**

Western Michigan University, Kalamazoo, MI

**Bachelor of Science - Geology**

### **Professional Affiliations**

**Association for Talent Development (formerly ASTD)**

Various leadership and membership roles at both the national and local levels including Chair, Chapter Leader Conference; Chapter President; Chair, Day of Learning Conference; and Programming Committee Techknowledge conference.

**eLearning Guild**, Academy Advisory Board member.

### **Additional Information**

- Presenter at national training and eLearning industry conferences
- Contributor to training and eLearning industry publications
- Contributor to The Online Learning Idea Book: Proven Ways to Enhance Technology-Based and Blended Learning - Volumes One and Two.
- Developed venue training for 3500 volunteers for Presidential nomination acceptance speech for 2012 Democratic Convention.
- Received 2011 Brandon Hall Group Bronze Learning Excellence for Custom Content award for Introduction to Cisco Organizational Learning eLearning program.
- Received 2012 CLO Gold award for Custom Content for Introduction to Cisco Organizational Learning eLearning program.
- Reviewer, ATD Excellence in Practice Awards, 2014 - present
- Reviewer, ATD BEST awards, 2017 - present
- Reviewer, Brandon Hall Group Awards - 2017 - present
- Reviewer, Chief Learning Officer Awards - 2021 - present

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**Statement to Applicants****Which Boards would you like to apply for?**

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Region F Aging Advisory Committee: Submitted

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**Profile**

Natasha

First Name

Young-davis

Last Name

**What other names have you used? (includes, legal names, aliases, maiden names or professional monikers) NOTE: If none, please note N/A**

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Natasha Young

godblessdgirl@yahoo.com

Email Address

1335 Marble Street

Home Address

Charlotte

City

NC

State

28208

Postal Code

Mobile: (704) 369-4034

Primary Phone

Home: (704) 369-4034

Alternate Phone

**What Mecklenburg County District do you live in? Please verify below. \*** 2**How long have you been a resident of Mecklenburg County? Please include months, or years.**

---

19 years**My age range is (please select one): \*** 46 to 55**Ethnicity \*** African American**Gender \*** Female

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**Interests & Experiences**

Natasha Young-davis

## Education

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B.A. Psychology

The Arc of NC

Employer

Life Guardianship  
Specialist

Occupation

## Business and civic experience

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1. Order of Eastern Star 2. NAACP 3. Rameses Temple Shrine

## Area of expertise and interests/skills

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1. Mental Health 2. Developmental Disabilities 3. Elderly care 4. Safe Communities  
Community development 5. Homelessness disparities 6. DV Awareness

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## Additional Information

**If you are or have ever served on a Mecklenburg County board/commission, please answer yes or no. If yes, please disclose the Board and term-end date.**

No

## Why are you interested in serving on the board(s) to which you are applying?

---

I am interested in serving on the board to gain knowledge, be a resource for my community, shed light on the experiences of our seniors, to assist with making futures brighter for our children, and protect the integrity of the services we currently provide.

## Have you attended a meeting of the advisory board(s) to which you are applying?

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Yes  No

## Hours Per Month Available for Position

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15-20

## How did you learn of the vacancy? \*

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Other

## If you answered other - Where did you learn of this vacancy?

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Commissioner Yvette Townsend- Ingram.

[NYD\\_Resume\\_2026.pdf](#)

Upload a Resume

---

## Disclosure

**Are you a Mecklenburg County resident?**

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Yes  No

**Are you a current Mecklenburg County employee? (Mecklenburg County employees are prohibited from serving on any board where appointments are made by the Board of Commissioners. If you are a current, county employee who is to serve in an ex-officio and/or non-voting capacity on any board when required by law, please email [clerk@mecknc.gov](mailto:clerk@mecknc.gov) before submitting an application.)**

---

Yes  No

**Are you a current vendor with Mecklenburg County?**

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Yes  No

**• Do you have any personal or business interest that could create a conflict (either real or perceived) if appointed? If yes, please explain the conflict.**

---

Yes  No

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## **Board Specific Questions**

## Disclaimer

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I, hereby, authorize Mecklenburg County to verify all information included in this application. I certify that I have read the appointment policy and that the information contained in this application is true according to the best of my knowledge and belief. I certify that I am providing my legal name and address in which I reside. I understand that inaccurate or untrue information will be cause for removal from any appointed advisory board. By submitting this application, I agree to adhere to all County policies pertaining to advisory boards, including attendance. I understand if I do not achieve 65% annual attendance, I will be automatically removed from the board or commission to which I am appointed. I understand that this application is subject to the N.C. Public Records Law (NCGS § 132-1) and may be released upon request.

---

I Agree

**Signature of Applicant (Sign Your Legal Name):**

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Natasha Young-Davis

# Natasha Young-Davis

📍 Charlotte 📞 +1 704 369 4034 ✉ [godblessdgirl@yahoo.com](mailto:godblessdgirl@yahoo.com) 🏠 [Linkage to Care Specialist](#)

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## SUMMARY

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Detail-oriented specialist with extensive experience in legal guardianship, compliance monitoring, and healthcare navigation. Skilled in counseling and healthcare operations, with demonstrated ability in leveraging community resources for comprehensive patient support. Proven expertise in public health education, HIV prevention, and managing electronically documented medical records to ensure regulatory compliance and exceptional case management.

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## EXPERIENCE

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### Life Guardianship Specialist | The Arc of North Carolina

03/2025 to Present

- Facilitated healthcare navigation by coordinating comprehensive care plans focused on individual healthcare needs.
- Advocated for public health improvement by ensuring legal rights and accessible community resources for individuals.
- Conducted extensive case management for personal well-being, including routine monitoring and analytical reporting.
- Utilized electronic medical records to maintain legal documentation and orchestrate effective guardianship processes.

### Monitoring and Compliance Specialist | Still Family LLC

10/2024 to 03/2025

- Conducted external reviews on care facilities ensuring compliance with public health protocols.
- Identified areas requiring process enhancement within sexually transmitted diseases prevention programs.
- Fostered communication with relevant stakeholders for improving healthcare delivery standards.

### Talent Operations Associate - Leave and Accommodations | Russell Tobin & Associates

07/2024 to 10/2024

- Provided guidance on ADA regulations, ensuring counseling methodologies comply with employee engagement strategies.
- Collaborated on epidemiology risk awareness programs for workplace health improvement.
- Managed electronic systems for compliance tracking and leave accommodations.

### Benefits and Compensation Administrator / Workers Compensation | Humana / Gentiva

04/2022 to 04/2024

- Administered compliance initiatives surrounding healthcare laws.
- Developed training sessions on prevention and risk management relative to health incidents.
- Supervised electronically maintained records mitigating discrepancy risks in compensation cases.

### Compliance Administrator - Risk Management | Humana / Gentiva / Kindred

09/2021 to 04/2022

- Performed audits ensuring document compliance within public and private healthcare sectors.
- Coordinated with community resource entities for prolonged service impact.
- Focused on healthcare policy adherence to promote population wellness.

### Patient Access Representative | Atrium Health

04/2021 to 09/2021

- Ensured all patient encounters adhered to public health data requirements and legal practices.
- Acted as a liaison for patient healthcare counseling to promote understanding of navigation pathways.
- Integrated health data electronically for operational efficiency.

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## EDUCATION

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## **SKILLS**

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**public health**

**sexually transmitted diseases**

**HIV**

**epidemiology**

**counseling**

**healthcare navigation**

# Region F Aging Advisory Committee

## Applicants At-A-Glance

**One (1) One-year term expiring June 30, 2027**  
(Alternate Slot)

Name	District	Gender	Ethnicity
Dean, Jeffrey	6	Male	Caucasian/Non-Hispanic

**Note:** Jeffrey Dean will complete his third and final term as a Delegate on June 30<sup>th</sup>, 2026. According to the Region F Aging Advisory Committee By Laws, Delegates rotating off can move into an alternate slot.

Alternates serve for a one (1) year term. It is expected that alternates meet the attendance requirements. They will vote only in the absence of delegates from their respective county.



## Mecklenburg County Advisory Board Application

- **Name of Advisory Board:** Region F Aging Advisory Committee
- **Name:** Jeffrey Dean
- **Home address:** 2951 Redfield Dr.
- **City:** Charlotte
- **Zip code:** 28270
- **Home Phone:** 585-319-0333
- **Work Phone:** 980-386-1613
- **Email:** [jeffrey.m.dean@outlook.com](mailto:jeffrey.m.dean@outlook.com)
- **Occupation:** Banking Procurement
- **Place of employment:** Bank of America
- **Race:** White
- **Sex:** Male
- **Age:** 42
- **Hours per month available for position:** 5-8
- **County advisory board currently serving on:**
- **Expiration date:**
- **Education:** B.S. Business Admin
- **How did you learn of this vacancy?** Other -- Centralina Area Agency on Aging Staff
- **If you selected Other, please explain:**
- **Business and civic experience:** Just moved here from Phoenix Arizona 6 months ago (July 2018). I was the Director of Contract Administration for the local Area Agency on Aging for 8 years. I oversaw the APS, SCSEP and Contracting Departments. I attended Board of Director and Advisory Council meetings on a monthly basis. I hosted Services Committee meetings with public volunteers for RFPs and Budget approvals. Conducted public hearings, focus groups, and developed Area Plans. Attended and advocated for Adults with local and state governments. Attended MAG meetings (Maricopa County's Council of Governments).
- **Areas of expertise and interests/skills:** Variety of Aging topics and funding: Adult Protective Services, OAA, Nutrition Programs, NAPIS reporting, SCSEP, SHIP, Advocacy, Contracting, Contractor Assessments and Audits, etc. I would love to use my knowledge and experience to help advise and advocate for older adults in my new local community.
- **Am I a current vendor with Mecklenburg County?** No
- **County Commission District:** 6
- **I, hereby, authorize Mecklenburg County to verify all information included in this application. I certify that the information contained in this application is true and correct according to the best of my knowledge and belief. I understand that this**

**application is subject to the N.C. Public Records Law (NCGS 132-1) and may be released upon request. I agree**

- **Signature of applicant:** Jeffrey Dean
- **Date:** 02/07/2019

Mecklenburg County, NC

# Region F Aging Advisory Committee

## Board Details

The Region F Aging Advisory Committee was established by legislative authority NC SB 479- Enabling legislation: Older American's Act Section 1321.57 Area Agency Advisory Council to assist the Area Agency on Aging staff to provide direction for programming and services for the population aged sixty and over in Region F relative to: Developing and administering the area plan; Conducting public hearings if and when necessary; Representing the interest of older persons; and Reviewing and commenting on all community policies, programs and actions which affect older persons with the intent of assuring maximum coordination and responsiveness to older persons.

The geographical area served by the RFAAC shall coincide with the boundaries of the Centralina Council of Governments Region F - State Planning organization consisting of the nine counties of Anson, Cabarrus, Gaston, Iredell, Lincoln, Mecklenburg, Rowan, Stanly and Union. Each county will have a roster of three delegates and an alternate. All members are considered volunteer and will serve without compensation. Terms begin on July 1 and end on June 30th.

## Overview

**Size** 4 Seats

**Term Length** 2 Years

**Term Limit** 3 Terms

## Contact

**Name** Katie Kutcher

**Phone** (704) 688-6505

## Additional

**Qualifications**

Genuine interest and concern for the aging population of this region and the commitment to fulfill the responsibilities of this committee, such as: To attend all Region F Aging RFAAC meetings and Public Hearings held by the Region F Aging RFAAC; To become knowledgeable about the Area Agency on Aging and its role in the Aging Network; To be aware of the needs of the older adults in his/her respective county and to know what services are available in the county for the aging population; To provide support to the Area Agency on Aging staff in carrying out the functions of the Area Agency; To be knowledgeable of pertinent issues facing the Aging Network in Region F and to be able to make recommendations to the Centralina Council of Governments Executive Committee as necessary; To serve on sub-committees as necessary to fulfill the responsibilities of this committee. Members cannot be employed with an agency which is receiving Older American Act Funds. Must be a resident of Mecklenburg County.

**Advisory Board Details**

Appointments are made for two-year terms or three consecutive two-year terms which equals a total of six years. Alternates serve for a one-year term. Persons having served as alternates are eligible to serve as full members when a delegate (DEL) slot becomes open. Delegates rotating off can move to an alternate slot.

**Meeting Dates/Times**

Quarterly - 2nd Thursday at 1:00 p.m.

**Meeting Location**

9815 David Taylor Drive - Ste 100 Charlotte, NC 28262

**Time Commitment**

Varies - Please Contact Staff Advisor

**Stipend**

No

**Special Notes****Job Description**

Mecklenburg County, NC

# Region F Aging Advisory Committee

## Board Roster

### Jeffrey Dean

**3rd Term** Mar 19, 2019 - Jun 30, 2026

**Email** jeffrey.m.dean@outlokk.com

**Home Phone** Home: (585) 319-0333

**Alternate Phone** Home: (980) 386-1613

**Address**

2951 Redfield Dr  
Charlotte, NC 28270

**Appointing Authority** BOCC

**Category** DELEGATE

### Terri Williams

**2nd Term** Sep 07, 2022 - Jun 30, 2026

**Email** indycj2012@gmail.com

**Home Phone** Home: (704) 293-6529

**Address**

9540 Steele Meadow Road  
Charlotte, NC 28273

**Appointing Authority** BOCC

**Category** DELEGATE

### Vacancy

**Appointing Authority** BOCC

**Category** DELEGATE

### Vacancy

**Appointing Authority** BOCC

**Category** ALTERNATE