



City of Rochester Hills

CANDIDATE QUESTIONNAIRE

NAME Irene Bazan Waller COUNCIL DISTRICT 2nd

DATE September 29, 2015 ROCHESTER HILLS RESIDENT FOR 10 YEARS

OCCUPATION Department of Health and Human Services in Lapeer, Huron and Tuscola Counties

INTERESTS/REASONS/QUALIFICATIONS

We have lived in Rochester Hills for over 10 years and I am very pleased to have such a wonderful facility for our seniors as the Older Persons' Commission. The community has been very good to our family and I would like to reciprocate by being on the OPC Board. I am 65 years old and continue to work full time as I believe I have a lot more to contribute and would like to do the same for the Rochester Hills community.

BOARDS/COMMISSIONS/COMMITTEES ON WHICH YOU HAVE SERVED (LIST MUNICIPALITIES AND DATES)

I have served as the Secretary to the Board of the Department of Health and Human Services for Lapeer, Huron, and Tuscola Counties since 2010 and Lapeer and Sanilac counties from 2003 to 2010. Please see my enclosed resume for more detailed information.

ELECTIVE OFFICES THAT YOU HAVE HELD

None

OTHER ORGANIZATIONS

Michigan County Social Services Association since 2003
Ms. Senior Michigan Pageant since 2012

PERTINENT EDUCATION

Master Degree in Business Administration from Wayne State University December 2002
Bachelor of Interdisciplinary Studies from Wayne State University May 1995

HOBBIES/INTERESTS

Painting, sketching, writing, reading, sewing, and spending time with my family.

ADDITIONAL INFORMATION

Fluent in Portuguese, Polish and Spanish.

E D U C A T I O N

Wayne State University

Detroit, Michigan

MASTER DEGREE IN BUSINESS ADMINISTRATION

DECEMBER 2002

BACHELOR OF INTERDISCIPLINARY STUDIES

MAY 1995

L A N G U A G E S

FLUENT IN SPANISH, POLISH, AND PORTUGUESE.

PORTUGUESE INTERPRETER FOR THE BRAZILIAN SOCCER TEAM DURING THE
WORLD CUP SOCCER GAMES HELD AT THE PONTIAC SILVERDOME IN JUNE 1994.

E M P L O Y M E N T

Social Services Division Administrator 17
County Director Lapeer, Huron and Tuscola Counties
Michigan Department of Health and Human Services
(formerly Department of Human Services)

2010 - Present

Social Services Division Administrator 17
County Director Lapeer and Sanilac Counties
Michigan Department of Human Services
(formerly Family Independence Agency)

2003 - 2010

- Manage dual counties' policy, procedure, objectives, results, including 70 employees
- Monetary budget excluding salary and wages ranges 3 million plus
- Direct the planning and actions necessary to meet program and community objectives
- Establish priorities and direct and oversee subordinate managers, supervisors and staff
- Secretary to Medical Care Facilities in both counties

Departmental Specialist
Administrative Assistant, Zone 3
Family Independence Agency, Lansing

2003 - 2003

- Consultant to management in 22 counties with policy, procedure, objectives, results
- Coordinated hiring process of personnel including county directors
- Analyzed customer complaints and ensures prompt action and feedback to counties
- Promoted diversity through presentations, guest speakers, literature and discussion
- Conducted meetings for Administrative Managers of 22 counties
- Provided input for Administrative Handbook Policy

Departmental Specialist
Administrative Assistant, Zone 2
Family Independence Agency, Lansing

2002 - 2003

- Consultant to management in 25 counties with policy, procedure, objectives, results

Departmental Specialist 2001 - 2002
Administrative Assistant, Zone 4
Family Independence Agency, Lansing

- Consultant to management in 15 counties with policy, procedure, objectives, results

Family Independence Manager 1997 - 2001
Family Independence Agency, Wayne County

- Supervised, directed, trained and coached employees. Charged with specialized Project Zero Staff to help 500+ customers obtain employment and self-sufficiency in October 1999—goal reached August 2000.
- Co-Chair to the Zone VII Training Council Initiative

Quality Analyst 1993 - 1997
Family Independence Agency, Wayne County

- Represented local office/zone at meetings and state wide task forces
- Prepared and offered recommendations with quality related issues of services provided
- Analyzed problems and developed corrective actions

Recoupment Specialist/Special Projects 1978 - 1993
Department of Social Services - Macomb County

- Represented the department on behalf of the Food Stamp Fraud cases, investigated referrals, held administrative hearings, and administered recoupment of overpayment for the entire District
- Served two years on the State Wide Policy Review Committee
- Liaison between district and community agencies, reviewed policy and trained staff.

Assistance Payments Worker 1977 - 1978
Department of Social Services - Oakland County

- Processed intake applications and determined eligibility for assistance
- Interpreted for Spanish and Polish speaking clients

Assistance Payments Worker 1975 - 1976
Department of Social Services - Wayne County

- Processed ongoing redeterminations for employed Spanish speaking clients
- Provided assistance to other staff with Spanish and Polish interpretations

Assistant Manager 1971 - 1974
First Acceptance Company, Detroit

- Trained and supervised employees
- Additional duties pertained to finance, bookkeeping and trial balance

H O N O R S

RECIPIENT OF THE 2003 WAYNE STATE UNIVERSITY COLLEGE OF URBAN, LABOR
AND METROPOLITAN AFFAIRS ALUMNI ACADEMIC ACHIEVEMENT AWARD

RECOGNIZED BY THE FACULTY AND STAFF OF WAYNE STATE UNIVERSITY
SCHOOL OF BUSINESS ADMINISTRATION FOR EXEMPLARY ACHIEVEMENT OF THE
GLOBAL STUDENT/STUDY INTERNSHIP AT THE ANNUAL RECOGNITION AND
AWARDS PROGRAM PRESENTED ON APRIL 28, 2001.

"OTTO FEINSTEIN AWARD FOR EXCELLENCE IN SENIOR WRITING" FOR THE ESSAY
"ECHOES FROM THE PAST: THE STORY OF JANINA" DECEMBER 1995.

RECIPIENT OF THE 1998 WAYNE STATE UNIVERSITY DISTINGUISHED ALUMNI
AWARD

P R E S E N T A T I O N S

DIVERSITY PRESENTATIONS:

- Michigan Family Independence Agency's First Annual Diversity Workshop titled "Thinking Diversity, Practicing Inclusion" held in Midland on 10/5/2001
- Volunteer Services Coordinators Meeting held in Livonia on 8/29/2001
- Children Services Meeting held in Owosso on 7/18/2001

GUEST LECTURER ON "ORGANIZING, DEVELOPING, AND WRITING YOUR SENIOR ESSAY"
AT WAYNE STATE UNIVERSITY, SEPTEMBER 2001

PRESENTED PAPER ENTITLED "ASSESSING INTEGRATION AS PROCESS AND PRODUCT:
ITS BENEFITS FROM A STUDENT'S PERSPECTIVE" AT THE 18TH ANNUAL
ASSOCIATION FOR INTEGRATIVE STUDIES CONFERENCE HELD OCTOBER 3-6,
1996 IN YPSILANTI, MICHIGAN

P U B L I C A T I O N S

SERIALIZATION OF "ECHOES FROM THE PAST: THE STORY OF JANINA" IN THE
POLISH WORLD, OCTOBER 1995 THROUGH MARCH 1996. PUBLISHED "POEM TO
JANINA" IN THE 1995 WRITER'S JOURNAL.

A C H I E V E M E N T S

PRESIDENT OF THE MCSSA DISTRICT V

STATE OF MICHIGAN LEADERSHIP DEVELOPMENT PROGRAM, OCTOBER 2002

EARNED .5 CONTINUING EDUCATION UNITS FROM WESTERN MICHIGAN
UNIVERSITY ON 10/17/2001 FOR PARTICIPATING IN THE WORKSHOP "LESSONS IN
LEADERSHIP WITH STEVEN COVEY—LEADERSHIP IS A CHOICE: THE FOUR ROLES
OF A LEADER"

CO-CHAIR WAYNE COUNTY FAMILY INDEPENDENCE AGENCY ZONE VII TRAINING
COUNCIL DURING 2000-2001

COMMITTEE MEMBER OF THE 25TH ASSOCIATION FOR INTEGRATIVE STUDIES
CONFERENCE HELD IN DETROIT OCTOBER 2003

CO-CHAIR FOR THE 1998 ASSOCIATION FOR INTEGRATIVE STUDIES CONFERENCE
PLANNING COMMITTEE

DESIGNED LOGO FOR THE 1998 ASSOCIATION OF INTEGRATIVE STUDIES
CONFERENCE HOSTED BY THE COLLEGE OF LIFELONG LEARNING

FORMER FIRST VICE PRESIDENT OF THE WAYNE STATE UNIVERSITY COLLEGE OF
LIFELONG LEARNING; AND CO-EDITOR OF ITS NEWSLETTER

DESIGNED TWENTIETH ANNIVERSARY LOGO FOR THE COLLEGE OF LIFELONG
LEARNING, WAYNE STATE UNIVERSITY IN 1993
EDITOR OF "A MADRUGADA" NEWSLETTER FOR THE BRAZILIAN CULTURAL CLUB
OF DETROIT 1993-1994.

LEADERSHIP CONFERENCES

14TH ANNUAL MIDWEST REGION "BIG TEN" FOOD STAMP PROGRAM IMPROVEMENT
CONFERENCE HELD AUGUST 11-13, 2004, MINNEAPOLIS, MINNESOTA

FOOD ASSISTANCE PROGRAM ACCURACY CONFERENCE
JANUARY 16-17, 2002, MIDLAND, MI

JUVENILE JUSTICE: A COMMUNITY OF PARTNERSHIP CONFERENCE
OCTOBER 22-24, 2001, BOYNE MOUNTAIN RESORT, MI

NATIONAL ASSOCIATION OF PROGRAM INFORMATION AND PERFORMANCE MEASUREMENT
23RD ANNUAL CONFERENCE, SEPTEMBER 9-12, 2001, GRAND RAPIDS, MI

MICHIGAN COUNTY SOCIAL SERVICES ASSOCIATION/MICHIGAN COUNTY SOCIAL SERVICES
CONSORTIUM FOR EDUCATION AND TRAINING, AUGUST 26-28, 2001, TROY, MI

PROFESSIONAL DEVELOPMENT

NEW DIRECTORS INSTITUTE

PERFORMANCE EXCELLENCE: ALIGNING FOR RESULTS

THE LEADER AS A CHANGE MANAGER

STRATEGIC PLANNING: A WAY OF THINKING

STRATEGIC LEADERSHIP: BEHAVIORS THAT MAKE THE DIFFERENCE

CUSTOMER-FOCUSED LEADERSHIP

LABOR RELATIONS: LABOR CONTRACTS AND MANAGEMENT RIGHTS

PROSECUTING ATTORNEYS ASSOCIATION OF MICHIGAN: CURRENT ISSUES IN CHILD ABUSE AND NEGLECT

CULTURAL DIVERSITY

MANAGEMENT I AND II

DOMESTIC VIOLENCE

MANAGING CUSTOMER SERVICE EXCELLENCE

NEW SUPERVISOR INSTITUTE

SOLUTION FOCUSED CASE MANAGEMENT

EFFECTIVE COMMUNICATION SKILLS

EFFECTIVE PRESENTATION SKILLS

IMPROVING YOUR LISTENING SKILLS

TRAIN THE TRAINER

NEEDS ASSESSMENT AND EVALUATION

WINNING NEGOTIATION STRATEGIES

EXCELLENCE IN CUSTOMER TRAINING

BEHAVIORAL BASED INTERVIEWING

THE FUTURE OF LEADERSHIP: RECONNECTING WORK AND THE HUMAN SPIRIT

PROFESSIONAL MEMBERSHIPS

NATIONAL ASSOCIATION OF PROGRAM INFORMATION AND PERFORMANCE MEASUREMENT
