

MARKED

ATTACHMENT A

Proposal Cover Sheet

The Mississippi Department of Rehabilitation Services is seeking qualifications from qualified contractors to provide Comprehensive training events for MDRS clients.

Qualifications are to be submitted as listed below, on or before 12:00 PM CST, Thursday, July 10, 2025.

PLEASE MARK YOUR ENVELOPE:

Mississippi Department of Rehabilitation Services

Attention: Lee Shirley, Director of Contracts

1281 Highway 51 North

Madison, Mississippi 39110

Request for Qualifications for Comprehensive Training Events for MDRS Clients

No. 3120003152

Opening Date: 12:00 PM CST, Thursday, July 10, 2025

SEALED PROPOSAL PACKAGE – DO NOT OPEN

Company Name: Goodwill Industries of Mississippi, Inc.

Address: 104 East State Street

City/State/Zip: Ridgeland, MS 39157

Telephone: 601-853-8110

Fax Number: 601-898-7490

E-Mail Address: bsteffani@goodwillms.org

Printed Name of Authorized Signer: Brook Steffani

Signature and Date:  7/9/25

MARKED

ATTACHMENT B

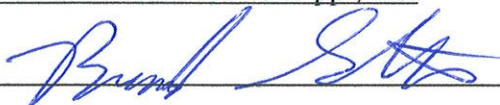
Authorization and Acknowledgements

By signing below, the Company Representative certifies that he/she has authority to bind the company, and further acknowledges on behalf of the company:

1. That he/she has thoroughly read and understands this Request for Qualifications, RFQ 3120003152 and the attachments herein;
2. That the company meets all requirements and acknowledges all certifications contained in this Request for Qualifications, RFQ 3120003152, and the attachments herein;
3. That the company agrees to all provisions of this Request for Qualifications, RFQ 3120003152, and the attachments herein;
4. That the company can and will meet all required laws, regulations, and/or procedures related to confidentiality and represents that its workers are licensed, certified, and possess the requisite credentials to perform the transition services; and
5. That the company has, or will secure, at its own expense, applicable personnel who shall be qualified to perform the duties required to be performed under this Request for Qualifications.
6. That the company understands that should an amendment to this RFQ be issued, it will be posted on the MDRS website (www.mdrs.ms.gov) in a manner that all proposers will be able to view. Proposers shall acknowledge receipt of any amendment to the solicitation by signing and returning the amendment with the proposal, by identifying the amendment number and date in the space provided for this purpose on this form. The acknowledgment must be received by MDRS by the time and at the place specified for receipt of proposal. It is the company's sole responsibility to monitor the website for amendments to the RFQ.

Company Name: Goodwill Industries of Mississippi, Inc.

Signature and Date: _____



7/9/25

Name and Title: Brad Steffani, CEO/President

MARKED

ATTACHMENT C

Certifications and Assurances

I/We make the following certifications and assurances as a required element of the offer to which it is attached, of the understanding that the truthfulness of the facts affirmed here and the continued compliance with these requirements are conditions precedent to the award or continuation of the related contract(s) by circling the applicable word or words in each paragraph below:

1. Representation Regarding Contingent Fees.

Contractor represents that it [HAS or HAS NOT] retained a person to solicit or secure a state contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, except as disclosed in Contractor's proposal.

2. Representation Regarding Gratuities.

The Respondent or Contractor represents that it [HAS or HAS NOT] violated, is not violating, and promises that it will not violate the prohibition against gratuities set forth in Section 6-204 (Gratuities) of the Mississippi Public Procurement Review Board Office of Personal service Contract Review Rules and Regulations.

3. Certification of Independent Price Determination.

The Respondent certifies that the prices submitted in response to the solicitation [HAVE or HAVE NOT] been arrived at independently and without, for the purpose of restricting competition, any consultation, communication, or agreement with any other respondent or competitor relating to those prices, the intention to submit a proposal, or the methods or factors used to calculate price.

4. Prospective Contractor's Representation Regarding Contingent Fees.

The Prospective Contractor represents as a part of such Contractor's proposal that such Contractor [HAS or HAS NOT] retained any person or agency on a percentage, commission, or other contingent arrangement to secure this contract.

Company Name: Goodwill Industries of Mississippi, Inc.

Signature and Date: _____



2/9/25

Name and Title: Brad Steffani, CEO/President

Note: Please be sure to **circle the applicable word or words** provided above. Failure to circle the applicable word or words and/or to sign the proposal form may result in the proposal being rejected as nonresponsive. **Modifications or additions to any portion of this proposal document may be cause for rejection of the proposal.**

MARKED

ATTACHMENT D
Company Questionnaire

If additional space is needed, please attach supplemental pages as necessary to completely answer all questions.

1. Corporate Experience and Capacity

— Provide the age of your business. 68 Years

— Describe the experience of the firm in providing the service, give number of years that the service has been delivered, and provide a statement on the extent of any corporate expansion required to handle the service.

Goodwill Industries of Mississippi, Inc. has been providing vocational evaluation and training to individuals with disabilities through a contract with the Mississippi Department of Rehabilitation Services (MDRS) for 68 consecutive years. Since its inception in 1957, Goodwill Industries of Mississippi, Inc. has been committed to providing this service in partnership with MDRS. What started as a service in one location has now expanded to eight Goodwill locations.

In 2019, Goodwill Industries of Mississippi, Inc. began expanding its workforce development services with support from a grant awarded by Goodwill Industries International, which enabled the launch of Virtual Reality Interviewing services. The program's success led to our organization receiving the grant for two consecutive years—an impressive accomplishment, as only ten Goodwill organizations nationwide were selected. Building on this momentum, in November 2020, Goodwill Industries of Mississippi, Inc. was awarded a WIOA grant from the Governor's Office, administered by the Mississippi Department of Employment Security, to provide NorthStar Digital Skills Training and Certification. This initiative's success resulted in a second year of funding, expanding services to include digital skills training and virtual reality career exploration, followed by a third year that introduced NRF Customer Service Training/Certification and VR Career Exploration for high school students. In October 2022, our organization further broadened its impact through an ARPA grant awarded by Accelerate MS, delivering comprehensive workforce development services—including Digital Skills Training, Virtual Reality Interviewing and Career Exploration, and Online Job Application Assistance—to a special population.

In 2023, Goodwill Industries of Mississippi, Inc. was awarded a contract by MDRS to provide Pre-ETS Services to public and private secondary schools within our 59 counties of Mississippi. In 2024, we were awarded a contract by MDRS to provide Job Extravaganzas for secondary schools in Attala County, Clinton/Hinds County, Copiah County, Leake County, Lincoln County, Madison County, and Pearl/Rankin County. Now, we propose more training events to serve additional Pre-ETS eligible secondary and post-secondary students in MDRS Districts 3,4,5,6, and 8. Goodwill Industries of Mississippi, Inc. will not require any corporate expansion to handle this service, as our experienced Job Extravaganza team is in place, but additional staff may be hired if needed.

Company Name: Goodwill Industries of Mississippi, Inc.

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ATTACHMENT D
Company Questionnaire (Page 2 of 3)

If additional space is needed, please attach supplemental pages as necessary to completely answer.

2. Service Location

If services are to be provided at a site other than firm's principal place of business (the address given in Attachment A), please specify the place of performance.

- 1) *Attala County Coliseum, 550 Hwy 12, Kosciusko, MS 39090*
- 2) *Clinton Public School District, 201 Easthaven Drive, Clinton, MS 39056*
- 3) *Copiah-Lincoln Community College, Wesson, MS 39191*
- 4) *Hinds Community College, Raymond, MS 39154 or Jackson site to-be-determined*
- 5) *Holmes Community College, Grenada, MS 38901 or another Grenada site to-be-determined*
- 6) *Holmes CC/Yazoo Economic Development, 637 East 15th Street, Yazoo City, MS 39194*
- 7) *Madison County School District, 476 Highland Colony Parkway, Ridgeland, MS 39157*
- 8) *MS Delta Community College, Indianola, or Goodwill, 1662 Hwy 1, Greenville, MS 38703*
- 9) *Pearl Community Center, 2420 Old Brandon Road, Pearl, MS 39208*
- 10) *Rankin County Safe Room, 651 Marquette Road, Brandon, MS 39042*

3. Personnel

Attach resumes' of all those who will be involved in the delivery of service (from principals to field technicians) that include their experience in this area of service delivery as well as a list of all principals. Additionally, please provide copies of all applicable permits, professional certifications and/or licenses from the applicable certifying authority, and a list of all principals.

Directors/Program Managers/Supervisors (Degree)

Robin Stricklin, Mission Services Director, (Master's) ***Will oversee the program**
Brandi Kennedy, Mission Services Coordinator (Diploma) **Administrative support**
Jasmyne Barnes, Program Manager- South MS (Bachelor's)
Tara Barnes-Pereyra, Program Manager- Central MS (Master's)
Diane Day, Pre-ETS Specialists Supervisor (Master's)
Jeannine Johnston, Workforce Development Supervisor (Bachelor's)
Tradqual Lee, Program Manager- MS Delta (Master's)
Tammy Louvier, Program Manager- BookWorks (Bachelor's)
Steve McCartney, Director of Learning & Development (Master's)

Company Name: Goodwill Industries of Mississippi, Inc.

MARKED

ATTACHMENT D

Company Questionnaire (Supplemental Page 2 of 3)

If additional space is needed, please attach supplemental pages as necessary to completely answer.

3. Personnel- (Continued)

Pre-ETS Specialists/Workforce Trainers (Degree)

Mary Christmas, Pre-ETS Specialist (Master's)
Michele Ergle, Pre-ETS Specialist (Master's)
Cassandra Powell, Pre-ETS Specialist (Master's)
Jan Roberts, Pre-ETS Specialist (Bachelor's)
Christie Scott, Pre-ETS Specialist (Master's)
Mary Gill, Workforce Trainer (GED/WorkKeys TBD)
Kathryn, McCann, Workforce Trainer (Associate's)
Christian Meadows, Workforce Trainer (Associate's)
Jennifer Ogden, Workforce Trainer (Diploma/WorkKeys Certificate-Platinum)

Additional staff will be employed as needed. Goodwill Industries of Mississippi will follow the required minimum qualifications, including: A) Complete fingerprints and National Criminal background check on every employee who will be working with the students, at the cost of the provider. These will be kept on file and made available to school districts at their request. B) Adhere to the MDRS Client Services Policy and Procedures Manual. C) Staff will become familiar with and follow the general ideas in the Commission of Rehabilitation Counselor Certification (CCRC) Code of Ethics as they relate to confidentiality, relationships with participants, and record keeping.

Provider will submit resumes of additional staff to MDRS for review and approval. All staff will meet the following training and experience: A) An Associate's degree or higher and one year of relevant program experience which includes: working with individuals with disabilities, coordinating training and/or orientation activities, developing curriculums and providing outreach activities to businesses and/or schools, or working knowledge of assisting youth with workplace readiness training to develop social skills and independent living skills and/or instruction in self-advocacy, which may include peer mentoring; or B) At least two years or 48 college credit hours (with transcript verification); or C) A high school diploma or GED along with verified WorkKeys© scores meeting state proficiency levels (typically a Silver level certification or equivalent scores in Reading, Applied Mathematics, and Writing).

(See Attached Resumes)

Company Name: Goodwill Industries of Mississippi, Inc.

MARKED

ATTACHMENT D
Company Questionnaire (Page 3 of 3)

If additional space is needed, please attach supplemental pages as necessary to completely answer

4. References

Give at least three (3) references for contracts of similar size and scope, including at least two (2) references for current contracts or those awarded during the past three (3) years. Include the name of the organization, the length of the contract, a brief summary of the work, and the name and telephone number of a responsible contact person.

Mississippi Department of Employment Security
Robert DeYoung, Director of Grant Management
601-321-6000

WIOA Governor's Reserve Fund (22-S83-57-1) \$79,953 From 11/1/20 to 12/31/23
Provided workforce development training including digital skills and virtual reality career exploration to high school students in Rankin County School District.

Accelerate Mississippi
Shelika Hooker, Director of Grants Management
601-414-6060

ARPA (0003-WA008) \$329,864 From 10/1/22 to 6/30/23
Provided direct training including digital skills, virtual reality career exploration, and customer service training/certifications to incarcerated individuals.

Mississippi Department of Rehabilitation Services
Josh Woodward, Former Director of Business Development
601-853-5257

Job Extravaganza (Contract #24-331-6000-200-M1) From 08/23/23 to 08/3/2025
Provided services to create and host comprehensive training events for MDRS Pre-ETS clients.

Mississippi Department of Rehabilitation Services
Lee Shirley, Director of Contracts
601-853-5217

Community Rehabilitation Program (Contract #24-331-1322-001) From 10/1/23 to 9/30/26
Provide work assessment and adjustment training programs to referred MDRS Vocational Rehabilitation clients.

Company Name: Goodwill Industries of Mississippi, Inc.

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ATTACHMENT F

Areas of Coverage

List of Counties where training events can be performed (and/or served):

Attala County Coliseum/Kosciusko- (Attala, Leake)

Clinton School District- (Hinds)

Copiah-Lincoln Community College/Wesson- (Copiah, Lincoln, Lawrence, Franklin, Simpson)

Hinds Community College/Raymond- (Claiborne, Hinds, Jackson Public & Private Schools)

Holmes Community College/Grenada- (Grenada, Carroll, Leflore, Montgomery, Tallahatchie)

Holmes Community College/Yazoo City- (Holmes, Humphreys, Yazoo)

Madison County School District/Ridgeland- (Madison)

MS Delta CC/Indianola or Goodwill Greenville- (Bolivar, Sunflower, Washington)

Pearl School District- (Rankin)

Rankin County School District/Brandon- (Rankin)

Estimate the number of students that can be served per event:

50 to 140 secondary and post-secondary students

Company Name: Goodwill Industries of Mississippi, Inc.

Signature and Date:



7/9/28

Name and Title: Brad Steffani, CEO/President

MARKED

ATTACHMENT G

Additional Data

Acceptance of Conditions- Goodwill Industries of Mississippi, Inc. offers no exceptions to the general terms and conditions of the Request for Qualifications.

Goodwill Industries of Mississippi, Inc. possesses insurance. (See Appendix B)

Goodwill Industries of Mississippi, Inc. possesses Mississippi Workers' Compensation Coverage. (See Appendix B)


Goodwill Industries of Mississippi, Inc. provides the following additional information. We receive no form of funding from Federal, State, local government entities, public or private foundations or other organizations to assist in providing these Pre-Employment Transition Services.

Goodwill Industries of Mississippi, Inc. is a 501(c) 3 non-profit registered with the Mississippi Secretary of State's Office. (See Appendix C)

Goodwill Industries of Mississippi, Inc. has no history of ever being debarred.

Company Name: Goodwill Industries of Mississippi, Inc.

Signature and Date: _____



7/9/25

Name and Title: Brad Steffani, CEO/President


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ATTACHMENT H

Redaction Notice

Offerors shall acknowledge which of the following statements is applicable regarding release of its qualification as a public record. An offeror may be deemed non-responsive if the offeror does not acknowledge either statement, acknowledges both statements, or fails to comply with the requirements of the statement acknowledged. Choose one:

_____ Along with a complete copy of its qualification, offeror has submitted a second copy of the qualification in which all information offeror deems to be confidential commercial and financial information and/or trade secrets is redacted in black. Offeror acknowledges that it may be subject to exclusion pursuant to Chapter 15 of the PPRB OPSCR Rules and Regulations if the MDRS or the Public Procurement Review Board determine redactions were made in bad faith in order to prohibit public access to portions of the qualification which are not subject to Mississippi Code Annotated §§ 25-61-9, 75-26-1 through 75-26-19, and/or 79-23-1. Offeror acknowledges and agrees that MDRS may release the redacted copy of the qualification at any time as a public record without further notice to offeror. An offeror who selects this option but fails to submit a redacted copy of its qualification may be deemed non-responsive.

 Offeror hereby certifies that the complete unredacted copy of its qualification may be released as a public record by MDRS at any time without notice to offeror. The qualification contains no information offeror deems to be confidential commercial and financial information and/or trade secrets in accordance with Mississippi Code Annotated §§ 25-61-9, 75-26-1 through 75-26-19, and/or 79-23-1. Bidder explicitly waives any right to receive notice of a request to inspect, examine, copy, or reproduce its bid as provided in Mississippi Code Annotated § 25-61-9(1)(a). An offeror who selects this option but submits a redacted copy of its qualification may be deemed non-responsive.

Company Name: Goodwill Industries of Mississippi, Inc.

Signature and Date:



7/9/25

Name and Title: Brad Steffani, CEO/President

If additional space is needed, please attach supplemental pages as necessary to completely answer

**AMENDMENT #1
TO THE REQUEST FOR QUALIFICATIONS
FOR COMPREHENSIVE TRAINING EVENTS FOR MDRS CLIENTS
RFQ #3120003152**

Q1: Will Entrepreneurship classes be considered a Pre Employment Transition Service?

A1: Self-employment/entrepreneurship would fall under Job Exploration Counseling.

Q2: Is this RFQ for "Job Extravaganza" type events only or does it include other Pre ETS activities?

A2: This RFQ is limited to the provision of Pre-Employment Transition Services (Pre-ETS) activities conducted specifically at Job Extravaganza events. While the activities completed at these events are considered Pre-ETS, this RFQ does not include or authorize the provision of other Pre-ETS activities outside the scope of the Job Extravaganza events as outlined in the RFQ.

Q3: Will there be a separate RFP or RFQ for Pre ETS?

A3: Yes

Q4: How long should the "breakout sessions" be?

A4: The "breakout sessions" should be no shorter than 30 minutes each. Services provided during these sessions are billed in units, where one unit equals one hour and a half unit equals 30 minutes. All Pre-ETS activities conducted during these breakout sessions must be clearly documented using the Pre-ETS Provision Form MDRS-VR-61.

Q5: Is Military an option to highlight for counseling on Post Secondary Education and Training Opportunities?

A5: No, the military is not an option to highlight during counseling on Post-Secondary Education and Training Opportunities; however, this type of counseling falls under the Pre-ETS category of Job Exploration Counseling. Discussing military careers helps students understand the diverse roles and opportunities available within the military.

Q6: Are contractors required to pay travel expenses for businesses participating in a Job Extravaganza?

A6: Per Section 2.5 of the RFQ, "The contractor shall be responsible for covering all travel-related expenses (e.g., lodging, mileage) incurred by businesses or speakers participating in the event.

Q7: Is a bachelor's degree required for a designated individual (peer mentor, staff member, teacher, or volunteer) who is assigned to each student group during an event? If yes, please clarify why.

A7: No, a bachelor's degree is not required for a designated individual (peer mentor, staff member, teacher, or volunteer) assigned to each student group during an event. However, to ensure the safety and well-being of students with disabilities and to align with Mississippi Department of Education standards, all such individuals must meet the minimum qualifications for assistant teachers.

Acceptable qualifications include:

- An Associate's degree or higher; or
- At least two years or 48 college credit hours (with transcript verification); or
- A high school diploma or GED along with verified WorkKeys® scores meeting state proficiency levels (typically a Silver Level certification or equivalent scores in Reading, Applied Mathematics, and Writing).

All qualifications must be submitted to the agency for review and approval prior to the event. This requirement ensures individuals assigned to work with students are appropriately vetted and qualified, consistent with state educational standards and the agency's commitment to student safety.

Q8: Is this a RFQ or is it an RFP? Language on pages reference a proposal.

A8: This is a Request for Qualifications (RFQ) in which MDRS sets the price for the services provided. Per section 5.1, you will still submit a proposal for how the services are going to be provided.

Q9: Section 5 indicates proposal requirements. Can you clarify why the "Management Summary" and "Proposal" is to be "unmarked?"

A9: These sections are required to be "unmarked" so that the evaluation committee does not know whose submission they are scoring. This helps to ensure fairness in the evaluation process.

Q10: If a student has a referral for Pre-ETS, will they need a second referral to attend a JE? "Services provided without a completed Referral for Contracted Pre-ETS Services Form (MDRS-VR-100) will not be paid by MDRS-OVR/OVRB."

A10: No, but the referral must include all Pre-ETS activities that will be provided at the Job Extravaganza event and the chosen provider must be on the referral. If not, the referral would need to be amended prior to the student attending the event.

Q11: Are fingerprints required for a designated individual (peer mentor, staff member, teacher, or volunteer) who is assigned to each student group during an event? If yes, please clarify why.

A11: Since these individuals—whether peer mentors, staff, teachers, or volunteers—will be providing services to students with disabilities, Mississippi law requires that all school staff undergo fingerprinting. Accordingly, we will adhere to this standard to ensure student safety and comply with state regulations:

1. Fingerprint Requirement Under Mississippi Law

- Per **Miss. Code Ann. § 37-9-17**, school districts must require criminal background checks and fingerprinting for any individual—licensed or nonlicensed—who works in a school setting.
- Charter schools and any contracted education service providers are similarly covered under **Miss. Code Ann. § 37-28-49**

2. Volunteers and Staff Working with Students

- **24 Miss. Code R. § 1-9.1.3** mandates fingerprinting for all employees and volunteers working with children, disqualifying individuals with criminal histories that raise safety concerns.

We will require fingerprinting for every designated individual assigned to student groups during these events. This aligns with Mississippi's statutory and regulatory requirements and demonstrates our commitment to prioritizing the safety and well-being of students with disabilities.

Q12: For the individuals providing services to the students (not the contractor) does each person have to have a Bachelor's degree to work with the kids.

A12: No, individuals providing services to students at these events are not required to have a Bachelor's degree. However, to ensure consistency with state standards and maintain the quality and safety of services delivered to students with disabilities, all individuals providing such services must meet the minimum qualifications for assistant teachers as outlined by the Mississippi Department of Education.

Acceptable qualifications for assistant teachers working with students include:

- An Associate's degree or higher; or

- At least two years or 48 college credit hours (verified by transcript); or
- A high school diploma or GED, *plus* verification of WorkKeys® scores demonstrating proficiency (typically a Silver Level certification or equivalent scores in Reading, Applied Math, and Writing).

All qualifications for staff who will be working with students must be submitted to the agency for review and approval prior to participation in any student-focused event. This requirement is in place to ensure compliance with state guidelines and to protect the well-being of students with disabilities being served.

Q13: Does the contractor have the authority to conduct events in the school gym with permission from the principal - Im asking because the schools I will be servicing will be far from each other, and from what it is written in the contract, it will be hard to get 5 hours for an event if you add travel to and from and for the students to get back to the school to go home.

A13: The Provider is responsible for securing the location which could be at a school gym if approved by the school.

Q14: Also is this RFQ the same as the Job Extravaganza RFQ.?

A14: This RFQ is only for the Job Extravaganza events.

Q15: Also when submitting numbers for possible kids serviced, this is with all the schools?

A15: Yes

Q16: If approved. The contract is renewed for only 4 years, and if after that, I will have to reapply if I want to continue to do this RFQ.

A16: Yes, all applicants would have to reapply after that point.


Q17: In Exhibit B (page 39), under the Compensation section, it states: "MDRS agrees to compensate the Contractor at the rate of Ninety Dollars (\$90.00) per hour per student." However, on page 4, Section 2.1, the Compensation for Services table lists different rates based on the Pre-ETS category and whether services are provided individually or in a group—none of which are \$90.

Could you clarify which structure is correct, or if the Exhibit B language is outdated?

A17: The chart on page 4, Section 2.1 is the correct rate. The Exhibit B language is outdated.

Respondents shall acknowledge receipt of any amendment to the solicitation by signing and returning the amendment with the response. The acknowledgment must be received by MDRS by the submission deadline.

Company Name: Goodwill Industries of MS

Signature and Date:  7/4/25

Name and Title: Brad Steffani President & CEO

MARKED

APPENDIX A- Resumes

APPENDIX B- Insurance & Workers' Compensation Coverage

APPENDIX C- Mississippi Secretary of State

APPENDIX (UNMARKED) Management Summary

APPENDIX (UNMARKED) PROPOSAL

Company Name: Goodwill Industries of Mississippi, Inc.

MARKED

APPENDIX A- Resumes

Company Name: Goodwill Industries of Mississippi, Inc.

Robin Stricklin

305 Louis Wilson Drive 
Brandon, Mississippi 39042
601.941.3765 
Cawthorn1960@gmail.com 

To obtain employment with a company that will offer growth in a professional and challenging setting.

Skills

- Strong aptitude for observing, prioritizing and analyzing complex situations
- Capable of working with diverse groups
- Experience in managing budgets and ever changing department needs
- Ability to diffuse complex situations

Experience

JANUARY 2016 – PRESENT

Mission Services Director / Goodwill Industries, Ridgeland, Mississippi

- Supervise rehabilitation programs
- Implement productive resources ensuring competitive employment for people with disabilities
- Monitors diverse team to guarantee effective teamwork and quality services

JANUARY 2012 – JANUARY 2016

District Manager / Mississippi Department of Rehabilitation Services, Pearl, Mississippi

- Managed one of the largest and most populated districts
- Provided training and policy management for new/current counselors
- Submitted federal reports and distribution of budget needs

SEPTEMBER 1989 – DECEMBER 2011

Rehabilitation Counselor / Mississippi Department of Rehabilitation Counselor, Jackson, Mississippi

- Provide one-on-one vocational counseling toward job placement
- Provide restorative services by managing and balancing caseload funding
- Assist in development and implementation of new practices and procedures for future direction and delivery of services and assist in training of new staff along with all other duties as assigned.

OCTOBER 1985 – AUGUST 1989

Program Specialist / Mississippi Department of Rehabilitation Counselor, Jackson, Mississippi

- Managed staff and carried out goals for the PHYS-ABILITY grant to create recreational opportunities in the community for people with disabilities
- Responsible for measuring grant results and submitting grant for yearly renewal
- Established events to raise funds for grant continuation after federal funding ceased

Education

AUGUST 1997

Masters of Science Degree / Mississippi State University; Starkville, Mississippi




Rehabilitation Counseling

AUGUST 1982

Bachelor of Science Degree / University of Southern Mississippi; Hattiesburg, Mississippi

Therapeutic Recreation

Brandi Kennedy

112 North Ridge Dr 
Madison MS 39110
601.506.1468 
brandipk@hotmail.com 

I am a motivated and dependable individual seeking a position where I can contribute my skills, learn new things, and grow within a team-oriented environment.

Skills

- Data entry
- Microsoft Office
- Billing and Invoicing
- Customer Service
- Records Management
- Attention to Detail

Work Experience

JULY 2021 - PRESENT

Mission Services Coordinator / Goodwill Industries

- Monthly billing for Vocational Evaluation and Training for Mission Services clients.
- Maintain case files for Mission Services clients.
- Accounts receivable

AUGUST 2008 – JUNE 2021

Purchasing Officer / Mississippi Department of Rehabilitation Services

- Source and evaluate suppliers for goods and services required by the organization.
- Prepare and process purchase orders in accordance with company policies and procedures.
- Maintain accurate records of purchases, pricing, and supplier performance.
- Collaborate with departments to identify purchasing needs and specifications.
- Review and approve invoices for payment, resolving discrepancies as needed.

AUGUST 1994 – AUGUST 2008

Accounting Auditing Technician / Mississippi Department of Rehabilitation Services

- Maintain accurate and organized vendor records.
- Review and process financial transactions, including invoices, purchase orders, and reimbursement requests, in accordance with agency policies.
- Assist with budget tracking and monitoring expenditures to ensure proper use of program funds.

AUGUST 1989 – AUGUST 94

Accounting Clerk / Mississippi Department of Rehabilitation Services

- Assist Program Manager.
- Prepare basic budget reports, summaries, and forecasts for management review.
- Help maintain accurate financial records and supporting documentation.

Education

High School Diploma May 1984

JASMYNE BARNES

EMAIL: JASMYNEBARNES5@GMAIL.COM

CELL: 601-580-2224

Objective

- Highly motivated, enthusiastic, and organized professional, with unyielding commitment to providing excellent customer service.
- Adept at learning new processes and procedures; complemented with maturity evidenced by good working relationships with others.
- Skilled at communicating with diverse people in varied situations.
- Skilled at being able to supervise others, while handling time management to complete tasks with deadlines.

EDUCATION

WALDEN UNIVERSITY, MINNEAPOLIS, MINNESOTA
EXPECTED MAY 2026 MASTER'S DEGREE IN HUMAN SERVICES

WILLIAM CAREY UNIVERSITY, HATTIESBURG, MS
MAY 2016 EARNED BACHELOR'S DEGREE IN BUSINESS ADMINISTRATION AND
MARKETING

MERIDIAN COMMUNITY COLLEGE, MERIDIAN, MS
MAY 2012 EARNED DEGREE IN LIBERAL ARTS

- Maintain accurate, up-to-date documentation, case notes, and performance records in compliance with confidentiality standards.
- Prepare and submit comprehensive monthly reports detailing program metrics, client progress, and outcome tracking.
- Represent Goodwill at community events, partner meetings, and outreach initiatives to promote inclusive employment and build relationships.
- Instruct engaging Customer Service and Digital Skills classes to support client development in communication, professionalism, and technology literacy.
- Promote a supportive, inclusive environment that encourages self-advocacy, accountability, and empowerment among participants with disabilities.

JANUARY 2020 – DECEMBER 2022

STORE MANAGER

GOODWILL INDUSTRIES OF HATTIESBURG, MS

- Greet and assist donors/customers
- Train, develop, and supervise team members
- Work with strict deadlines
- Monitor and maintain the store's overall appearance
- Lead daily meetings with store employees
- Attend quarterly meetings to get updated policy and procedures
- Work to de-escalate customer situations while finding an appropriate solution.
- Ensures store locations are clean, well-kept, and reflect the Goodwill brand appropriately.
- Manage the store location's Facebook Page
- Serves as a Goodwill Mentor to other Store Managers

OCTOBER 2018 – DECEMBER 2019

LEAD RECEPTIONIST/SOCIAL MEDIA MANAGER

HEALING TOUCH DAY SPA – HATTIESBURG, MS

- As the receptionist answered multiple phone lines, took accurate messages as well as booked appointments and provided customer service, as necessary.
- Replaced the company's old software to the new more upgraded Vagaro system.
- Running the company social media advertising campaign through bulk emails, surveys, brochures, flyers, also canvassed the community handing out media material about the company.
- Managed Facebook and other social media websites on a day-to-day basis.
- Responded to comments on each account
- Built brand awareness by engaging relevant influencers.
- Managed online communities to ensure respectful and appropriate engagement.
- Oversee customer service provided via social media.

DECEMBER 2016 – TO OCTOBER 2018

ASSISTANT STORE MANAGER

GOODWILL INDUSTRIES OF HATTIESBURG, MS

- Ensured positive customer service to customers and donors
- Assisted store manager with day-to-day operations
- Balanced registers as well as making deposits
- Train, develop, and supervised employees
- Managed our online via Instagram to ensure respectful and appropriate engagement.

JUNE 2012 – APRIL 2016

OFFICE ASSISTANT

THIGPEN BAIL BONDING – LAUREL, MS

- Worked with strict deadlines from the court system
- Provided professional and non-judgmental customer service to the public.
- Informed all clients regarding transactions in a professional manner including vendor, courts, jail facilities and co-workers.
- Prepared weekly and monthly calendar for court appearances and assisted court clerks with documents.
- Maintained social media platforms such as Facebook, and Instagram to which generated business.

SKILLS

- Communication
- Flexibility
- Patience

- Dedication
- Conflict Resolution
- Leadership

ACCOMPLISHMENTS

- Goodwill Industries 2020 Winner for Manager of the Year
- Served as Policy "***Council Member with Friends of Children of Mississippi***"
- Certified by the NRF Foundation "***Rise Up***" in customer service and sales.
- News 7 "Business Break" Commercial – NUTS Thrift Store
- News 7 "Twelve Days of Christmas" Commercial – Healing Touch Day Spa

Tara Barnes-Pereyra

Pelahatchie, Mississippi 39145 | (769) 257-2065 | tarapereyra16@gmail.com

Education

Mississippi College – Clinton, MS

Master of Science in Counseling Psychology, 2002

University of Southern Mississippi – Hattiesburg, MS

Bachelor of Arts in Psychology, 1996

Professional Experience

- Goodwill Industries of Mississippi

Program Manager | January 2025 – Present

- Manage and implement workforce development programs for individuals with disabilities, including adults and students receiving Pre-Employment Transition Services (Pre-ETS).
 - Oversee work-based learning experiences (WBLE) across multiple retail sites, coordinating with school districts, business partners, and staff to ensure meaningful outcomes.
 - Develop and facilitate training in soft skills, job readiness, and career exploration aligned with Pre-ETS goals.
 - Monitor participant progress, ensure compliance with Mississippi Department of Rehabilitation Services (MDRS) guidelines, and provide individualized support.
 - Strengthen partnerships with schools and community stakeholders to expand access to inclusive employment opportunities.
- Mississippi Department of Rehabilitation Services

Regional Manager, Office of Business Development | 2020 – December 2024

- Supervised a regional team of business development staff across multiple locations.
 - Provided daily oversight, coaching, and strategic direction to ensure high-quality service delivery.
 - Led efforts to promote inclusive hiring practices among Mississippi employers.
 - Supported team members in building partnerships with businesses and meeting employment placement goals for individuals with disabilities.
 - Assisted staff in overcoming case-specific challenges and achieving measurable outcomes.
- Mississippi Department of Rehabilitation Services

Business Development Representative | 2016 – 2020

- Educated employers and community partners on the benefits and value of hiring individuals with disabilities.
 - Facilitated job placement and on-the-job training opportunities in collaboration with rehabilitation counselors.
 - Provided consultation to businesses on disability inclusion, accommodations, and workforce support.
 - Built long-term employer relationships to support competitive, integrated employment.
- Mississippi Department of Rehabilitation Services

Vocational Rehabilitation Counselor | 2002 – 2016

- Provided counseling, case management, and employment services to individuals with disabilities.
- Specialized in complex caseloads including Alcohol and Drug Recovery, Spinal Cord Injury, and Traumatic Brain Injury.
- Conducted comprehensive assessments and developed individualized rehabilitation plans.
- Coordinated training, education, and job placement services to support clients in achieving competitive employment.
- Maintained compliance with federal and state regulations while managing a full caseload.

Professional Affiliations & Leadership

- Board Member, Central Mississippi Planning and Development District
- Liaison, Methodist Rehabilitation Center
- Former Member, Rehabilitation Association of Mississippi
- Legislative Caseload Coordinator, Mississippi Department of Rehabilitation Services

Professional Summary

Tara Barnes-Pereyra is a seasoned professional with over 20 years of progressive experience in the fields of vocational rehabilitation, workforce development, mental health, and disability advocacy. She holds a Bachelor of Arts in Psychology from the University of Southern Mississippi and a Master of Science in Counseling Psychology from Mississippi College. Her career reflects a deep commitment to supporting individuals with disabilities in achieving meaningful employment and independence.

Her extensive tenure with the Mississippi Department of Rehabilitation Services included roles as a Vocational Rehabilitation Counselor, Business Development Representative, and Regional Manager. In these positions, she managed complex and specialty caseloads including substance use recovery, spinal cord injuries, and traumatic brain injuries, and played a key leadership role in training, supervision, and employer engagement across the state. Tara also served as a liaison to the Methodist Rehabilitation Center and managed legislative caseloads, offering insight into policy and advocacy efforts.

Currently serving as a Program Manager at Goodwill Industries of Mississippi, Tara designs and delivers Pre-ETS and work-based learning programs for both adults and students with disabilities, aligning training and career readiness activities with state and federal objectives. She also has direct experience in the mental health field, providing clinical and supportive services in various capacities early in her career.

A passionate advocate for inclusion, Tara has actively participated in the Rehabilitation Association of Mississippi and serves on the Board of the Central Mississippi Planning and Development District. Her lifelong dedication to empowering individuals with disabilities through education, counseling, and employment access continues to guide her mission-driven work.

DIANE DAY

201 Clark Farms Rd. Madison, MS, 39110 - Cell: 601-672-8798

Email - dianeday77@yahoo.com

EXPERIENCE

MARCH 2021 - PRESENT

PRE-ETS SPECIALIST, GOODWILL INDUSTRIES OF MS, RIDGELAND, MS

- Coordinate and provide classroom instruction to middle and high school students with diversified learning needs; Equip students with skills needed to transition successfully from school to employment or post-secondary education; Assist students to identify their strengths, interests, and abilities while fostering the development of competitive and marketable skills for future success.

AUGUST 2019 – JANUARY 2021

MILIEU COORDINATOR, CANOPY CHILDREN'S SOLUTIONS, JACKSON, MS

- Administered milieu within the general policies and guidelines of the agency; Provided overall leadership, supervision and coordination to develop and maintain effective team delivery of services to youth.
- Established and maintained an environment that encouraged teamwork, interdependence, and ethical behavior; Provided direct supervision to trained staff; provided training and coaching to Residential Care Specialists.

NOVEMBER 2015 – JULY 2019

VOCATIONAL REHABILITATION COUNSELOR, MISSISSIPPI DEPARTMENT OF REHABILITATION SERVICES, (MDRS) JACKSON, MS

- Evaluated the vocational potential of clients; utilized all available diagnostic and related services incidental to the determination of eligibility, and nature and scope of services to be provided under the Vocational Act; Developed and maintained an appropriate case-finding procedure.
- Developed an individualized written rehabilitation plan with the client and arranged, coordinated and supervised the services necessary to reach a vocational goal; Organized and coordinated community resources to ensure quality rehabilitation services to individuals with disabilities.

AUGUST 2012 – OCTOBER 2014

ADMINISTRATIVE ASSISTANT, SALVATION ARMY DISTRICT HEADQUARTERS, RISK MANAGEMENT JACKSON, MS

- Maintained efficient and organized filing system; prepared and maintain current and accurate files in compliance with established standards; Maintained confidential nature of the department and met attendance standards; Maintained and facilitated the Blood - Borne Pathogens Website.

AUGUST 2012 – OCTOBER 2014

INTERN/LIFE SKILLS INSTRUCTOR, SALVATION ARMY CENTER OF HOPE, JACKSON, MS

- Practiced effective communication and motivation practices; prepared life skills activities to facilitate client's growth; Assisted case manager in providing life skill services for adults in a general-level residential program to independence; Provided information about resources in the community to assist clients; Provided direct supervision to ensure that clients received the necessary resources; Facilitated small group weekly meetings in social skills development.

MAY 2000 – JULY 2012

SPECIAL EDUCATION TEACHER ASSISTANT, HOLMES COUNTY SCHOOL DISTRICT

- Assisted with and reinforced lessons taught; assisted with implementing special learning approaches for students with disabilities; Assisted in the formulation of IEP's; Monitored student behavior and assisted with Behavior Support Plans; Provided specialized instructions to students with disabilities.

EDUCATION

DECEMBER 2014

MASTER OF SCIENCE DEGREE – REHABILITATION COUNSELING,

JACKSON STATE UNIVERSITY; CONCENTRATION: COMMUNITY COUNSELING; GPA 3.94

AUGUST 2009

BACHELORS OF SCIENCE DEGREE - PROFESSIONAL INTERDISCIPLINARY STUDIES

JACKSON STATE UNIVERSITY

CONCENTRATION: DISABILITY STUDIES; GPA 3.77 MAGNA CUM LAUDE

SKILLS

- Microsoft Office (WORD, EXCEL, POWER POINT)
- Intake/Case Assessment
- Individual/Small Group Counseling
- Case Management
- Client Relations and Services
- Rehabilitation Planning
- Community Resources Development

PROFESSIONAL AFFILIATIONS

International Association Rehabilitation Professionals; Member Chi Sigma Iota, Honor Society; Member Alpha Epsilon Lambda Honor Society (Graduate/Professional Level); Rehabilitation Association of Mississippi

JEANNINE NICOLE JOHNSTON

45 Peppermill Drive | Madison, MS 39110 | 601.965.6179 | jnjohnston681@gmail.com

Objective

Dedicated workforce development leader committed to breaking barriers to employment for adults and supporting youth in building meaningful pathways to post-secondary success. Seeking to leverage 15+ years of experience in program supervision, community engagement, and team leadership to drive mission impact and operational growth.

Professional Experience

Goodwill Industries of Mississippi — Ridgeland & Clinton, MS

Workforce Development Supervisor | March 2024 – Present

- Lead design and delivery of workforce programs supporting Re-Entry individuals.
- Manage Pre-ETS for special education students across four school districts.
- Build partnerships and outreach to expand training and career services.

E-Commerce Manager | March 2020 – March 2024

- Managed ShopGoodwill.com operations, driving growth through strategy and training.
- Analyzed site performance and trends to meet sales targets.
- Led customer service, resolving complex issues; earned NRF Customer Service Certification and Applied Jewelry Professional Diploma.

Tullos Chiropractic Clinic — Jackson, MS

Certified Chiropractic Assistant & Billing Assistant | March 2019 – March 2020

- Assisted with patient care, scheduling, insurance, and billing.

The Club Fitness Centers — Ridgeland, MS

Area Manager | 2007 – 2016

- Oversaw six facilities and 100+ staff; implemented improvements increasing sales by 15%.
- Organized annual community events raising \$20K+ per race; managed marketing and volunteers.

Education & Certifications

Bachelor of Business Administration, Management & Marketing — Mississippi State University, May 2003

Applied Jewelry Professional Diploma — Gemological Institute of America, July 2022

NRF Customer Service & Sales Certification — Goodwill Industries of Mississippi, February 2022

Goodwill® Career Coach and Navigator- Goodwill Industries of Mississippi, May 2025

Core Skills

Workforce Development | Community Engagement | Program Management | E-Commerce | Staff Training | Customer Service | Event Planning | Data Analysis

Tradqual Lee

Greenville, MS 38701

tradtaz@yahoo.com

+1 662 931 0888

Professional Summary

I am an ambitious, hardworking, self-motivated individual; whom is seeking a career that will benefit from my strong work ethic, leadership, and communications skills. My vast knowledge and experience in politics, law, and community organizing makes me a versatile employee whom is able to work in a high stress, demanding career.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Program Manager

GOODWILL INDUSTRIES OF MISSISSIPPI-Greenville, MS

January 2024 to Present

Key Accomplishments:

- **Strengthened Funding Partnerships:** Established and nurtured relationships with key funding sources, securing increased financial support and long-term sustainability for workforce development programs.
- **Enhanced Program Knowledge:** Implemented targeted training initiatives and professional development opportunities for staff, leading to improved expertise and more effective service delivery.
- **Increased Client Satisfaction:** Developed and executed client-centered strategies, including personalized support plans and feedback mechanisms, resulting in higher satisfaction and engagement levels.
- **Improved Client Recruitment:** Expanded outreach efforts through strategic partnerships and community engagement, leading to a significant increase in program enrollment and participation.
- **Optimized Programmatic Services:** Streamlined service delivery by refining processes, incorporating best practices, and utilizing data-driven decision-making to enhance program effectiveness.
- **Strengthened Community Collaboration:** Fostered relationships with local organizations, businesses, and service providers to create a more integrated support system for clients, improving overall program impact.

Senior Pastor

Mount Tabor M.B. Church-Winterville, MS

January 2018 to Present

- Led the church in an effective evangelism program that stressed community engagement, development, and outreach.
- Prepared for and preached the Word of God in each service, lead in observing the ordinances.
- Provided administrative leadership in all aspects of church operations.
- Directed the planning and facilitating of all elements necessary for maintaining quality worship
- Taught the church members to "Love God and Love Others" in all areas of life.
- Oversaw a building program that included stewardship teaching and fundraising efforts.
- Conducted counseling sessions. Performed wedding ceremonies and conduct funerals.

- Cooperated with the local association, state convention and National Baptist Convention, USA, Inc., leadership in matters of mutual interest and concern. Represented the church in civic matters.

Director of Case Management

Families Matter, Inc.-Memphis, TN

December 2022 to October 2024

- Accomplishes clients' care by assessing treatment needs; developing, monitoring, and evaluating treatment plans; monitoring staff performance.
- Determines clients' requirements by completing intake interviews; determining need for therapeutic medical, psycho-social, and psychiatric evaluations; reviewing therapist evaluations, treatment objectives, and plans.
- Establishes treatment programs by setting schedules and routines; coordinating services being provided.
- Monitors cases by verifying clients' attendance; observing and evaluating treatments and responses; advocating for needed services and entitlements; obtaining additional resources; intervening in crises; providing personal support.
- Maintains clients' records by reviewing case notes; logging events and progress.
- Communicates clients' progress by conducting weekly interdisciplinary meetings and evaluations; disseminating results and obstacles to the case management team and family; identifying treatment influences.
- Improves staff competence by providing educational resources; balancing work requirements with learning opportunities; evaluating the application of learning to changes in treatment results.
- Improves treatment results by studying, evaluating, and re-designing processes; implementing changes; rewriting policies and procedures.
- Oversee budget, patient recruitment plan, and serve on leadership team.
- Prepares reports by collecting, analyzing, and summarizing treatment and results data and trends; compiling statistics; completing grant and subsidy applications.

ReEntry Workforce Development Specialist

Equus Workforce Solutions-Memphis, TN

February 2022 to December 2022

1. Conducted comprehensive intake admissions for new referrals through interviews, assessments, collection of previous service records, and collaboration with other service providers.
2. Developed, implemented, and monitored the Objective Assessment Summaries and Individualize Employment Plan to mitigate employment barriers.
3. Assisted consumers in accessing benefits and services by providing information and education about community resources.
4. Advocated for and promote the full inclusion of oppressed individuals.
5. Completed documentation and reports on a weekly and quarterly basis to ensure eligibility, funding, and compliance with state and agency policy.
6. Ensure all enrollment activities adhere to established procedures of accountability and confidentiality according to contracts and regulatory entities.
7. Identify and address employment barriers that inhibit ex-offenders from obtaining gainful employment, which negatively impacts recidivism rates.

Case Manager

Mississippi Department of Human Services-Greenville, MS

February 2021 to January 2022

- Conducted comprehensive intake admissions for new referrals through interviews, assessments, collection of previous service records, and collaboration with other service providers.
- Developed, implemented, and monitored the individualized Person-Centered Plan (PCP) for consumers in order to meet their community integration and service coordination goals.
 - Assisted consumers in accessing benefits and services by providing information and education about community resources.

- Provided crisis intervention, guidance, and supportive counseling.
- Advocated for and promote the full inclusion of individuals with disabilities in all opportunities in the community.
- Completed documentation and reports on a weekly and quarterly basis to ensure eligibility, funding, and compliance with state and agency policy.
- Ensure all enrollment activities adhere to established procedures of accountability and confidentiality according to contracts and regulatory entities.

Internet Sales Coordinator

Cannon Motors of Mississippi-Cleveland, MS

June 2020 to December 2020

- Internet Sales Coordinator
- Duties, Accomplishments, and Related Skills:
- Answer customer calls and establishes follow-up with sales appointments
- Respond quickly to the internet, phone and live chat inquiries using email, phone and live chat scripts and templates
- Provide customers with initial product information & direct them to the appropriate dealership resources
- Present initial financing options based on customer needs
- Follow up with leads that are not ready to make an appointment or no-show
- Participate in team & process development sessions – keeping positive relationships with teammates, sales teams and dealership management
- Utilize CRM tracking system daily

Youth Minister

New Hope Baptist Church-Hollandale, MS

July 2011 to January 2018

Maintain a well-planned, carefully balanced program throughout the year coordinated with the church calendar of events.

- Assure youth groups maintain a balanced program of spiritual, physical, and social growth
- Assure training and regular involvement of youth in church ministry.
- Provided counseling to the church youth regarding family matters, relationships, school, and other social problems.
- Assures proper care of facilities used by youth programs.
- Shepherded the spiritual, emotional, and the intellectual maturity of the church youth.
- Supervised the outreach ministry of the church youth.

Youth Court Coordinator/Intake Officer

Washington County Youth Court-Greenville, MS

2014 to 2015

I serve as a site supervisor and coordinator of the Juvenile Detention Alternative Initiative, which was established by Attorney General Jim Hood to ensure that all youth involved in the Juvenile Justice System are appropriately held accountable to the needs of victims and the community; and provided every opportunity to develop into productive citizens. As the JDA coordinator, my purpose was to research, propose, and advocate for programs that would combat the racial and economic disparities of the juvenile justice system that are disproportionately detained. I also established and revamped the existing collaborative to ensure that every child had an opportunity to become a productive citizen. I ensured that the Washington County Detention Center adhered to statutes of both the federal and state requirements. I introduced a truancy court program to aid in the reduction in the escalating cases of truants, developed a three (3) year work plan to reduce the recidivism rates of juveniles, and created workshops to empower parents and to teach life skills to juveniles. I served as the spokesperson for the JDA program in Washington County and as a liaison to Annie E. Casey Foundation's Juvenile Detention Alternatives Initiative. I am also the Volunteer Services Coordinator and Intake Officer for the Youth Court. I work with community stakeholders to provide clothing, mentoring, parental workshops, job training,

drug counseling, and juvenile seminars that focuses on positive peer associations, drug abuse, education, and safe sex.

Customer Service Representative LVL II

Convergys-Hollandale, MS

2013 to 2014

- Managed accounts
- Promoted company to attract new customers
- Answered billing and technical questions
- Resolved disputes to retain customers
- Processed all insurance agents' orders and courtesy sales originating through mail.

Director of Community Development

Glen Allan Improvement Association-Glen Allan, MS

2010 to 2012

Served as spokesperson for the citizens of Glen Allan, MS with the Western Line Consolidated School District and the Legal Defense Fund.

- Managed the Public Relations
- Chaired meetings and set the agenda
- Supervised the community organizers and coordinators
- Supervised and developed fundraising campaigns, managed the budget, and grant writing
- Evaluated annually the performance of the organization in achieving its mission.

COMMUNITY DEVELOPMENT COORDINATOR

Glen Allan Improvement Association-Glen Allan, MS

2008 to 2010

Recruited, trained, and supervised volunteers Assisting with community outreach through organizing and coalition building

- Conducted research to help develop strategy for community organizing campaigns
- Conceptualized and design workshops, seminars, and presentations for outreach efforts

Intern

H.E.G.A Rural Transportation-Hollandale, MS

2007 to 2008

Researched the strategy and programs that other comparable communities had done to provide transportation to low income families.

- Assist with evaluating H.E.G.A's performance in providing transportation to low income families.
- Researched available and future grants.

Education

Master of Divinity in Divinity

Fuller Theological Seminary in California - Pasadena, CA

Bachelor's in Political Science

MISSISSIPPI VALLEY STATE UNIVERSITY - Itta Bena, MS

May 2012

Skills

- Developmental Disabilities Experience
- Employee Evaluation
- Communication skills
- Microsoft Outlook
- Customer Service (3 years)
- Grant Writing (5 years)
- Management (7 years)
- Time management
- Account Management
- Microsoft Word
- Human Resources (6 years)
- Community Outreach (7 years)
- Fundraising
- Oral Communication (10+ years)
- Research (2 years)
- Live Chat
- Budgeting (7 years)
- Technical Support
- Customer service
- Microsoft Office (10+ years)
- Typing
- Front desk
- Advocacy (7 years)
- Public Relations
- Case Management
- Presentation Skills
- Data Entry (3 years)
- Interviewing
- CRM Software
- Payroll
- Conflict Management
- Organizational skills
- Crisis Management

Certifications and Licenses

Driver's License

Additional Information

Skills Summary

- ◆ Project Management
- ◆ Grant Writing
- ◆ Community Organizing
- ◆ Leadership
- ◆ Public Relations
- ◆ Budget Management
- ◆ Multicultural Skills
- ◆ Fundraising
- ◆ Teambuilding & Training
- ◆ Research and Development
- ◆ Human Resources
- ◆ Conflict Resolution

TAMMY L. LOUVIER

1436 Canton Oak Circle*Jackson, MS 39211*601-594-9292

Email tamiam86@gmail.com

Proven Instructor and Manager with excellent communication skills. Effective in assisting customers and employees to resolve any issues or achieve goals. Characterized as a positive and talented communicator and employee relations professional. Works well independently as well as collaboratively in a team environment. Disciplined, organized, and goal-oriented with the ability to handle demands of multiple projects. Highly motivated with the ability to learn quickly, train and achieve any area of consideration. Committed to ideals of excellence and integrity.

EXPERIENCE

FEBRUARY 2020 – APRIL 2020

BRAIN INJURY ASSOCIATION OF MS

TITLE: DIRECTOR OF COMMUNITY DEVELOPMENT (CLOSED DUE TO COVID)

FEBRUARY 2019 – SEPTEMBER 2019

ASE

TITLE: EXECUTIVE DIRECTOR,

NON-PROFIT THAT EDUCATES WOMAN IN THIRD WORLD COUNTRIES. (OFFICE MOVED OUT OF COUNTRY)

JANUARY 2016 – TO PRESENT

BUSINESS DEVELOPMENT MANAGER, LYONS HR

DEVELOP AND ADVANCE BUSINESS IN THE MISSISSIPPI AND LOUISIANA TERRITORY. RESPONSIBLE FOR ALL MARKETING, COMMUNITY AWARENESS, CUSTOMER RETENTION AND ALL EMPLOYEE TRAINING. OFFERED SEVERAL BENEFITS OF OSHA COMPLIANCE, WORKERS COMPENSATION, BLUE CROSS BLUE SHIELD AND AFLAC. PARTNERED WITH AND TRAINED AGENTS.

2014 – 2015

WISH COORDINATOR, MAKE A WISH

WORKED WITH TERMINALLY ILL CHILDREN AND FAMILIES TO GRANT THEM WISHES FROM BEGINNING OF WISH TO END OF WISH. COORDINATED ALL LOGISTICS AND RESOLVED ANY AND ALL ISSUES OR PROBLEMS TO CARRY OUT CHILDS WISH.

2011 – 2013

SALES COORDINATOR/OFFICE MANAGER - FRANKLIN EYEWEAR, INC.,

FORMULATED PLAN AND DEVELOPED EYEGLOSS TERRITORY NATIONWIDE, MARKETING READERS AND SUNGLASSES TO INDEPENDENT PHARMACIES THROUGHOUT THE UNITED STATES.

- Designed effective trade show booth, identified and participated in trade show opportunities, developed relationships with prospective clients, marketed merchandise and negotiated/closed sales.

- Processed intake orders, submitted to shipping and receiving for processing and oversaw shipping and receiving to assure prompt delivery of products.
- Organized and conducted trade show hosting events to showcase merchandise and develop rapport.
- Worked closely with trade show host, securing booth location, delivery of equip./merchandise, specifications needed for trade show and coordinated setup with unions.
- Wrote and implemented policy and procedures manual for inventory control.
- Trained and supervised three part-time employees (one special needs) in shipping/receiving and inventory packaging.
- Designed forms for sales, shipping, defective/damaged merchandise, and tracking system for accounting.

2009 – 2011

ASSISTANT MANAGER – PARKER SCHOOL UNIFORMS

WORKED CLOSELY WITH OWNER, MARKETING SCHOOL UNIFORMS TO LOCAL PRIVATE SCHOOLS THROUGHOUT THE TRI-COUNTY AREA. TRAINED EMPLOYEES.

1991 – 1998

GOVERNMENT ACCOUNTS SPECIALIST- SKYTEL

ACCOUNTS MANAGER – ACX

ACCOUNTS BILLING MANAGER TO OVERSEE COMMUNICATION BILLINGS. COMPANY CLOSED AND I WAS TRANSFERRED TO SKYTEL AS THE GOVERNMENT SPECIALIST.

- joined team, overseeing government accounts and reported directly to the ceo
- served as liaison between corporate office and Washington DC office.
- travelled to Washington DC identifying business opportunities and auditing government accounts.

SKILLS

- | | |
|-------------------------------------|--------------------------------------|
| ● Microsoft Word & Excel | ● Team Building & Leadership |
| ● Conducting Training Classes | ● Business Planning |
| ● OSHA Compliance | ● Problem Identification/Resolutions |
| ● Working with Special Needs Adults | ● Time Management and Organization |
| ● Ability to Motivate Others | ● Patience and Empathy |
| ● Technically Knowledgeable | ● Ability to Communicate Clearly |
| ● Attention to Detail | ● Adaptability |

STEVEN McCARTNEY

601.454.4892 | stevemccartney00@gmail.com

Training and Development | Leadership | Professional Development

Detail-oriented professional with extensive experience in team management, digital collaboration, and process improvement. Skilled in LMS administration, Microsoft Office, Google Workspace, and project coordination, with a focus on effective communication, adaptability, and delivering high-quality results. Eager to contribute expertise in virtual environments to drive organizational success.

Skills:

- | | |
|---|---|
| ✓ Client/Stakeholder Communication | ✓ Digital Communication and Collaboration |
| ✓ Written & Verbal Communication Skills | ✓ Remote Work Adaptability |
| ✓ Problem Solving | ✓ Document & Data Management |
| ✓ Digital Presentations | ✓ LMS Administration |
| ✓ Microsoft Office Suite | ✓ Google Workspace |

PROFESSIONAL EXPERIENCE

GOODWILL INDUSTRIES OF MISSISSIPPI, Ridgeland, MS

Director of Learning and Development (2024-present)

Developed and managed a learning program for all Goodwill Industries of Mississippi employees.

- Launched and completed a successful Beta test of the Goodwill Academy Learning Management System with three Goodwill locations.
- Established the Goodwill Academy guidelines for Goodwill of Mississippi to be used at all locations.
- Built a scalable training program for all Goodwill of Mississippi employees.

CENTRAL HINDS ACADEMY, Raymond, MS

Head of School (2021-2024)

Oversaw the academic, spiritual, and community aspects of this thriving rural independent school.

- Oversaw daily operations and coordinated projects, such as leading a campus-wide technology transition, enhancing team collaboration and digital literacy among staff.
- Resolved operational issues and managed community relations, enhancing team adaptability to align with new digital tools and resources.
- Led the process of constructing the largest academic building on campus.
- Managed over fifty faculty members and 440 students annually.
- Addressed parental and community concerns.

JACKSON ACADEMY, Jackson, MS

Dean, Head of Upper School (2013-2021)

Performed as Dean of the Upper School (9th-12th Grade) at a leading independent school.

- Chaired the professional development task force, resulting in school-wide professional development and evaluation processes.
- Managed multiple training and onboarding projects to equip team members with digital skills, using data insights to improve processes and team productivity.
- Launched a standardized test improvement plan, providing targeted training to faculty.
- Managed over forty faculty members and 400 students annually.
- Directed curriculum and instruction, hosted staff meetings, and incorporated feedback to improve learning and professional development.

JACKSON ACADEMY, Jackson, MS

Instructor, Upper School (2001-2021)

As a first adopter for our school's first true Learning Management System (LMS), worked closely with our IT department and vendor to encourage and train our faculty during the LMS rollout.

- Trained more over 50 staff members on multiple Learning Management Systems.
- Participated in developing a structured STEM program.
- Taught Honors Biology 1, Honors Anatomy and Physiology, and AP Biology.
- Prepared syllabi, created course curricula, instructed students and evaluated participation and coursework.

CLINTON HIGH SCHOOL, Clinton, MS

High School Teacher (1995-1998)

- Managed and instructed diverse students in classes of up to 32 students.
- Taught Biology I, Human Anatomy and Physiology, Environmental Science, and Genetics.

EDUCATION

MISSISSIPPI COLLEGE – Master of Education, Educational Leadership & Administration, Clinton, MS

MISSISSIPPI COLLEGE – Bachelor of Science, Biology, Clinton, MS

ADDITIONAL INFORMATION

Professional Awards/ Accomplishments:

- Invited member of U.S. Department of Education Virtual Roundtable discussing public, charter, and independent schools' experiences with the transition to virtual learning during the COVID-19 pandemic - June 2020
- Jackson Academy Secondary Teacher of the Year
- Teacher Recognition Award (US Presidential Scholars Program)
- Teaching Excellence Award for teaching assistants at the University of North Carolina at Charlotte

LinkedIn Profile: www.linkedin.com/in/steven-mccartney

References available upon request



MARY CHRISTMAS

gritsnbrandon@yahoo.com | 6019541584 | Brandon, MS 39042

Summary

Special education professional with extensive experience at Rankin County School District, specializing in IEP advocacy and curriculum adaptation. Demonstrated success in enhancing student engagement and resilience through innovative teaching strategies. Expertise in alternative instructional methods, creating inclusive learning environments that empower diverse learners to achieve educational goals.

Skills

- IEP advocacy and student engagement
- Teaching and learning strategies
- Curriculum adaptation and differentiation
- Alternative instructional methods

Experience

Rankin County School District | Brandon, MS

Homebound Teacher

08/2016 - 08/2018

- Developed and executed individualized education plans for homebound students.
- Developed lesson plans that were tailored to meet each student's specific needs.
- Advocated for homebound students by attending IEP meetings when needed.
- Ensured compliance with federal laws pertaining to special education services for homebound learners.

Rankin County School District-McLaurin High School | Florence, MS

Special Education Teacher

08/1993 - 08/2016

- Adapted curriculum materials as needed to meet individualized student needs.
- Delivered tutoring sessions to help students grasp complex concepts in one-on-one settings.
- Communicated regularly with parents regarding their child's progress.
- Helped students learn to persevere with challenging tasks and build resilience for later educational efforts.

Madison County School System | Madison, MS

Special Education Teacher

08/1990 - 06/1993

- Developed interesting and interactive learning methods tailored to help students with individual needs.
- Analyzed student data and prescribed remediation and enrichment to meet learning needs.
- Incorporated interactive visual aids into student lesson plans to support learning objectives.

Jackson Public School District | Jackson, MS

Special Education Teacher

08/1987 - 04/1990

- Collaborated with other educational personnel to provide inclusive activities or programs for children with disabilities.
- Enhanced students' physical, behavioral and social skills through class activities.
- Adapted curriculum materials as needed to meet individualized student needs.

Hancock County Schools | Hancock North
Central High School , MS
Special Education Teacher
10/1986 - 06/1987

- Developed IEP to leverage developmental practices and educational theories to achieve educational objectives.
- Instructed special education classes using evidence-based practices.
- Conducted small group and individual classroom activities with students based on differentiated learning needs.

Willowood Developmental Center |
Jackson, MS
**Special Education Teacher-Multi-
handicapped**
08/1984 - 01/1986

- Adapted instructional techniques to appropriate ages and skill levels of supervised students.
- Enhanced students' sensory- and perceptual-motor skills through hands-on activities.
- Developed IEP to leverage developmental practices and educational theories to achieve educational objectives.

Education and Training

Mississippi State University | Starkville, MS
Bachelor of Science in Special Education
05/1982

Activities and Honors

- Involved with Horses for the Handicapped
- Work with Special Olympics Equestrian program
- Teach Sonrays-special needs for Little Lakers at Pinelake Church

Certifications

- Special Education License #121385

References

References available upon request.

MICHELE ERGLE

micheleergle625@gmail.com | 769-798-7476 | 230 South Fox Hall Road, Pearl, MS 39208

SUMMARY

Detail-oriented Business and Technology teacher. In the past 37 years, I have taught students how to be more successful in their educational goals and how to use business technology skills to become employed in the technology field. My students were taught not only the technical skills needed but they were taught the soft skills that are required to be successful productive citizens. I have always felt that making sure that my students would be employable or ready for college when they left high school was my top priority.

TEACHING EXPERIENCE

Business and Technology Teacher, Pearl High School August 2008 - Present

- Teach Business and Technology Courses
- DECA Advisor, Mississippi DECA Advisor of the Year
- Future Business Leaders of America Advisor

Business and Technology Teacher, Pearl River Central High School August 2002 - May 2008

- Taught Business and Technology Courses
- Department Chair
- Future Business Leaders of America Advisor

Business and Technology Teacher, Picayune Memorial High School August 1997 - May 2002

- Taught Business and Technology Courses
- Future Business Leaders of America Assistant Advisor

Business and Technology Instructor, East Central Community College August 1988 - May 1997

- Taught Business and Technology Courses
- Phi Beta Lambda Advisor
- Faculty President, Vice President, Secretary, and Treasurer
- Lamplighter Award Recipient

EDUCATION

Mississippi State University June 1987 - July 1988

- M.Ed. Technology Education
- Final GPA: 4.0

Mississippi State University August 1983 - August 1986

- BS. Business Education

KEY SKILLS

- Microsoft Word, Excel, Powerpoint and Access
- Dreamweaver
- HTML
- Programming in App Lab
- Scratch Programming Language
- Written and Verbal Communications skills
- Time Management Skills
- Organizational Skills
- Data Entry

Objective

To Learn, To Teach, To Grow

Education

University of Illinois at Springfield

Master of Online Teaching Certification

Springfield, IL

Roosevelt University

FLinT (Faculty Leadership in Teaching) Master's Certification

Chicago, IL

University of Illinois at Chicago

Master of Arts in Linguistics with a concentration in Teaching English (TESOL)

Chicago, IL

Governors State University

Master of Arts in Communications with a minor in Human Performance Technologies

University Park, IL

Roosevelt University

Bachelor of Science in Management

Chicago, IL

Employment

- **Light of Loving Kindness, 2017-Present**

Executive Director

Manage the day to day operations of a southside Chicago non-profit organization specializing in youth development programs focusing on mental wellness and social emotional skills through mindfulness-based solutions; Self-Love in Nature community wellness events providing access to spaces that feel safe and welcoming for BIPOC and all communities; Holistic Community Wellness Events focusing on community, youth, and family health; Teen Mental Health First Aid (tMHFA) Certified provider; and the Holistic Wellness Training Institute, which provides workplace wellness programs with a focus on self-compassion, self-care, wellness, and workplace retention.

Educational Experience

- **Southern New Hampshire University, 2018-Present**

Part-Time Online Faculty

Teach graduate level courses online in Linguistics, English, and Communications
Faculty conference presenter, Gather 2025

- **Richard J. Daley College, 2006, 2008, 2011-2021**

Department Chairperson, Assistant Professor, Honors College Director, Phi Theta

Kappa International Honor Society Senior Advisor, Faculty Scholar, International

Honors Program Council Communications & Social Science Representative, Forensics & Debate Coach

Manage departments within my responsibilities

Instruct in Communications (all levels of Speech Communications), English, English as a Second Language, Leadership Development, and Developmental Education courses including Reading, Writing, and English, and Digital Literacy.

Advise Phi Theta Kappa Students

Direct & Coach the Forensics & Debate Team

Cassandra Powell * (708) 663-5572 * lightoflovingkindness@gmail.com

Chairperson for the Textbook Committee for English, Speech, & Theater
Member of the Student Scholarship Committee
Member of the Hybrid Learning Committee
Lead Faculty of the Accelerated Learning Program (ALP) Committee

- **University of Phoenix, 2008-2015**
Lead Faculty-Area Chairperson, Online & Campus-based Instructor
Mentor new faculty and train them in instructional methodology
Observe new and existing faculty classroom instruction
Quality Assurance Team Member
Instruct courses in English, Composition, Communications, and College Success

Corporate Experience

- **United Airlines, 2000-2002**
Coordinator of Operation Processes
Project Manager
Communication Liaison
Recruiter of Management Employees
Training Specialist
Employee Development Specialist
Process Evaluation and Coordination Specialist
Facilitation of Management & Union Relations
Development & Implementation of Community Events

International Catering Management Specialist
International Training Manager
Trained International Caterers in FDA regulations
Taught Food Safety to U.S. Caterers
Created Communication Link between Int'l Caterers, Flight Attendants, and United Airlines
- **Aramark, 1987-2000**
Senior Director of Cash Operations
Operations Manager of several profit & loss operations
Senior Director for the Summer Olympic Games
Special Events Coordinator for events up to 1000 people
Responsible for Weekly, Monthly, and Annual Budget
Responsible for Accounts Payable, Accounts Receivables, Payroll, and all other Administrative Duties
Human Resource Generalist
Maintained all Governmental Regulations
Recruited, Interviewed, Hired, & Trained Management and Hourly Employees
Corporate Trainer

Languages

Advanced American Sign Language, Intermediate Spanish, Basic Arabic & Japanese

Trainings

MEA Program Completer, 2023
Women's Leadership Intensive, 2022
Landmark, 2022
Advanced Master's Program on the Treatment of Trauma, 2021

Trauma-Informed Yoga, 2018, 2020
Children & Teen Yoga, 2019
Yoga Teacher Training, 2016
Chair Yoga, 2016
Meditation Training, 2016, 2019

Conference Presentations & Papers

IDEAS: Pathways- Inclusive, Diverse, Equitable, Assessable, and Safe, Welcoming Nature Spaces, 2024
Wild Things Conference Presenter, 2023
Wellness Outdoors, How to build meaningful and equitable partnerships focused on nature, health, and wellness in an urban environment, 2022
Illinois Institute of Technology, 2009
University of Illinois at Chicago, 2006

Awards, Honors, & Certifications

Adult Mental Health First Aid
Youth Mental Health First Aid
NICABM (The National Institute for the Clinical Application of Behavioral Medicine): Treating Trauma Certificate of Completion
Midwest LGBTQ Healthy Symposium Certificate of Completion
Phi Theta Kappa International Honor Society Faculty Scholar, 2015, 2017-present
Phi Theta Kappa International Honor Society Northeastern District Representative, 2015-present
Phi Theta Kappa International Honor Society Program Council: Communications & Social Science Representative, 2016-Present
Online Learning Course Developer, 2014-2016
Online Education Training Specialist, 2013
Master of Online Teaching, 2012
Center for Distance Education Certification, 2012
Smart Board Train the Trainer, 2012

University of Phoenix

Lead Faculty Area Chair Certification, 2012
Working with the Difficult Student Certification, 2012
Learning Teams Certification, 2012
Lead Faculty Trainer Certification, 2011
First Year Sequence – Communications Certification, 2011
Model for Mentoring Certification, 2011
Critical Thinking Certification, 2011
Faculty Trainer Certification, 2010
Engaged Learning in the Classroom Certification, 2010
Evaluating Student Writing Certification, 2008, 2010

Educational Testing Service

Certified Rater: TOEFL, TOEIC, GRE Writing

City of Country Club Hills

U.S. Presidential National Freedom Award, 2005

Community Activities

Numerous Continuous Community Outreaches 2020-Present
Be The Match 2019
Daley College Food Pantry 2019

Cassandra Powell * (708) 663-5572 * lightoflovingkindness@gmail.com

Daley College Wellness Center 2017-1029
St. Leo's Residence for Veterans, 2017
I Grow Chicago, 2017
YogaCare Chicago, 2017
Illinois Coalition of Immigrant and Refugee Rights, 2015, 2016
Chicago Food Depository Food Drive Organizer, 2014, 2016
Read with Me, 2015
Chicago Cares, 2014-2015
Junior Achievement, 2014
Sign Language Interpreter Volunteer, 1987-2012
Public Action to Deliver Shelter (PADS) Volunteer, 2006-2011
English Language Instructor Volunteer, 2009-2010
Spanish Language Instructor Volunteer, 2008-2010

Jan Roberts

39 Crossgates Drive Brandon, Mississippi 39042 • 601-906-2121
jansroberts@gmail.com

PROFESSIONAL EXPERIENCE

- **Goodwill Industries of Mississippi**, Jackson, MS February 2023 – Present
Pre-ETS Specialist (Jan 2025 – Present)
Responsible for providing classroom instruction/support and facilitating work-based learning to high school students with disabilities, helping them transition from school to employment or secondary education.
Workforce Development Trainer (June 2023 – August 2024)
Provided customer service skills training to high school students with disabilities, preparing them for the National Retail Federation (NRF) Foundation exam, of which 100% received passing scores, qualifying each student to receive their nationally recognized certification.

- **Miskelly Furniture**, Pearl, MS June 2000 – Sept 2007
Sales Representative (June 2000 – June 2003)
Provided outstanding sales/customer service through obtaining product knowledge, giving excellent attention to detail and listening to each customer's specific needs
Corporate Recruiter (June 2003 – Sept 2007)
Responsible for seeking out and hiring the most qualified candidates for all positions within the company and conducting all new employee orientation classes
Corporate Recruiter/Sales Trainer (Jan 2006 – Sept 2007)
In addition to Corporate Recruiter, responsible for conducting and coordinating all sales training classes for newly hired Sales Team Members, which included GERS System computer training, product knowledge and role playing

- **Cellular South (C-Spire)**, Brandon, MS May 1999 – June 2000
Rankin County Market Manager
Overseeing and daily management responsibilities for all employees in the new-to-market Rankin County storefront locations, ensuring outstanding customer service/product knowledge and market development

- **Allstate Insurance Company**, Jackson, MS April 1989 – May 1999
Indemnity Company Underwriter (April 1989 – Aug 1994)
Developed and sustained personal relationships with Field Agents within a five state territory by providing ongoing training to help mitigate risks by properly insuring each applicant
Team Manager (Aug 1994 – July 1997)
Overall daily management responsibilities for 40-45 Processing Center employees

- **(cont.) Allstate Insurance Company**, Jackson, MS April 1989 – May 1999

Hispanic Marketing (July 1997 – Jan 1998)

Temporary Assignment – Corporate Office, Chicago, IL

Project Manager (Jan 1998 – May 1999)

Permanent Assignment – Corporate Office, Chicago, IL Responsible for the day-to-day management of the Town Class project by utilizing effective communication, organizational and planning skills with team members/management, to work toward the desired outcome

- **ChexSystems, Inc.**, Dallas, Texas Jan 1987 – April 1989

Department Manager (Jan 1987 – March 1988)

Overall daily management responsibilities for 35-40 Call Center employees

Sales Representative (March 1988 – April 1989)

Servicing/training of existing accounts and developing relationships with potential customer accounts within a three-state area to increase overall volume

EDUCATION

- **Mississippi State University**, Starkville, MS May 1984
Bachelor of Science

CHRISTIE E. SCOTT

164 Crossover Drive · Brandon, MS 39042 · 601-672-2377 · EvetteScott@Gmail.com

PROFESSIONAL SUMMARY

Highly experienced Program Director with over 20 years' experience of successfully managing initiatives responsible for recidivism reduction, including, educational and vocational programs development. Strong background in program implementation and evaluation, resulting in improved client outcomes and enhanced quality of delivery. Proven leadership skills in supervising and mentoring staff, promoting professional growth and development. Dedicated to delivering compassionate and evidence-based services, I am enthusiastic about contributing to an organization's mission of supporting individuals on their journey to rehabilitation through education.

EDUCATION

Belhaven College; Master of Science; Management

University of Southern Mississippi; Bachelor of Arts; Paralegal Studies

SKILLS	PROFESSIONAL DEVELOPMENT
Paralegal	Legal Research/Assistance
Team Building / Leadership	American Correctional Association Compliance
Program Evaluation / Implementation	Project Management
Program Development	Process Improvement

PROFESSIONAL EXPERIENCE

Program Director / Mississippi Department of Corrections

Pearl, Mississippi, 2015 – Present

- Serve as liaison between CMCF staff / inmate staff of 30, and senior leadership, corrections officers, case managers, students, educational vendors, and programs colleagues; assess issues and develop resolutions to meet productivity, quality, and client satisfaction goals and objectives.
- Lead and support the creation of new correctional theories and techniques for the development and presentation of educational/vocational training through multiple delivery strategies, classroom, virtual instructor lead, and e-learning.
- Responsible for planning, organizing, directing, monitoring and evaluating all programmatic activities and delivery of services related to the rehabilitation of incarcerated offenders.
- Maintain constant awareness of national trends in correctional programming; develop and guide staff to ensure implementation of evidence-based correctional programs, utilizing “best practices” to meet varied needs of incarcerated population.
- Lead point of contact for all Adult Education School programing, status reporting and monitoring project tasks, resource allocation, and senior management program reviews.

Compliance Manager / Mississippi Department of Corrections

Pearl, Mississippi, 2013 – 2015

- Point of contact for Central Mississippi Correctional Facilities compliance activities, ensuring all applicable laws and regulations are followed, policies and procedures are up to date and in compliance with applicable laws and regulations.
- Identified areas of non-compliance and developed strategies to address them.
- Developed and maintained compliance policies and procedures.
- Managed a team of compliance professionals, provided training and education on risks associated with non-compliance events.
- Established an electronic audit system for a streamlined audit process.

Branch Director / Mississippi Department of Corrections

Pearl, Mississippi, 2002 – 2013

- Responsible for directing all facets of the Inmate Legal Assistance Program. Identification of relevant data sets/sources, collection of data, performing complex searches, applying filtering and culling techniques, document review and assisting with preparation of productions and documents.
- Enforced Legal Assistance Program best practices and shared knowledge with inmate population.
- Assisted inmates in support efforts to identify, retain and obtain documents/information in all forms for use in legal research.
- Supervised the preparation of legal documentation, such as, responses, affidavits and verifications.
- Responsible for ensuring consistent approach to document production, responses and application of privileges/protections across matters.
- Maintained subject matter expertise on legal and regulatory obligations relating to records management.

Legal Library Technician / Mississippi Department of Corrections

Pearl, Mississippi, 2000 – 2002

- Ensured all applicable laws and regulations were followed and that policies and procedures were up to date and in compliance with law library.
- Stayed informed about Legal Assistance Program best practices and shared knowledge with inmate population.
- Assisted inmates in support efforts to identify, retain and obtain documents/information in all forms for use in legal research.

WEB BASED/SYSTEM APPLICATIONS

Microsoft Office Suite; OffenderTrak; Legato System; Lexis Nexis; Westlaw Legal Research System; Canvas; LINCIS; DRC; ETS/PSI Testing Platform; Requisition/Budgeting System

Mary Gill

Email: marywade0314@gmail.com

Phone: 601-985-7362

Professional Summary

Experienced and compassionate professional with a strong background in team leadership, customer service, and support for individuals with disabilities. Proven ability to supervise staff, manage operations, and deliver high-quality service in both retail and food service settings.

Professional Experience**Training Support Specialist**

Goodwill Industries of Mississippi – Ridgeland, MS

June 2023 – Present

- Provide hands-on support and training to individuals with disabilities to help them achieve job readiness and independence.
- Collaborate with job coaches and supervisors to develop individualized support plans.
- Ensure a safe, inclusive, and productive environment for all program participants.

Assistant Manager

Genna Benna's – Brandon, MS

March 2022 – June 2023

- Supervised daily restaurant operations, including staff scheduling, customer service, and inventory management.
- Trained and mentored employees to maintain high performance standards.
- Resolved customer issues promptly and professionally, ensuring repeat business.

Homemaker

June 2015 – March 2022

- Managed a household and raised children, developing strong organizational and multitasking skills.
- Coordinated daily schedules, budgeting, and household responsibilities.

Assistant Manager

Goodwill Industries of Mississippi – Jackson, MS

June 2014 – June 2015

- Assisted in store management, including training employees and managing inventory.
- Promoted a customer-first atmosphere and ensured operational efficiency.
- Supported staff with developmental disabilities in performing job duties.

Cashier

Goodwill Industries of Mississippi – Ridgeland, MS

2010 – 2014

- Provided excellent customer service in a busy retail environment.
 - Operated cash registers, handled transactions, and maintained a clean checkout area.
 - Assisted with stocking and store upkeep as needed.
-

Education

GED – 1997

Hinds Community College – Attended 2005

Jefferson Davis Community College – Attended 2000

Certifications

National Retail Federation (NRF) Certification – December 2024

Skills

- Staff Supervision & Training
- Customer Service Excellence
- Disability Support Services
- Time Management & Organization
- Conflict Resolution
- Inventory Management
- Team Leadership

EXPERIENCE

MARCH 2025-PRESENT

WORKFORCE DEVELOPMENT INSTRUCTOR, GOODWILL INDUSTRIES MS

- * Deliver workforce development instruction to diverse populations, including individuals in drug and alcohol rehabilitation programs and high school students with disabilities, fostering employability and life skills.
- * Teach digital literacy and technology skills to help clients close the digital divide and build confidence in navigating online job search tools, applications, and workplace technologies.
- * Provide one-on-one and group career navigation services, including career exploration, resume and cover letter development, interview preparation, and job placement support.
- * Empower clients to identify career pathways, set achievable goals, and access training opportunities, certifications, or additional education.

AUG 2023-JULY 2024

MEDICAL BILLING SPECIALIST, JACKSON HEALTHCARE FOR WOMEN

- *Advocated for patients by contacting insurance companies to ensure timely payments and resolve errors on rejected and denied claims.
- *Prepared claim documentation including referrals, treatment plans, or other required correspondence to reduce denials
- *entered adjustments and denials into medical system
- *stayed current with ICD 10 and CPT coding
- *specialized in insurance follow up

SEPT 2021-JUNE 2022

MEDICAL ASSISTANT, MADISON MEDICAL GROUP

- *Demonstrate proficiency in taking patient medical histories, vital signs, as well as performing injections and diagnostic procedures
- *Manage prior authorizations and denials for medications and procedures
- *Schedule radiological procedures and maintained referrals for patients
- *Ensured cleanliness of exam rooms

JULY 2020- NOV 2021

TEAM LEAD COVID COORDINATOR, MEDLOGIC

- *Perform Covid Testing
- *Liaison between lab and nursing homes
- *Manage day to day task and client issues
- *Conduct correct supply counts and order all testing supplies

JAN 2020- JULY 2020

MEDICAL BILLING SPECIALIST, ADVOCATE

- *Follow up on insurance claims and denials in a remote setting

DEC 2018 – DEC 2019

MEDICAL BILLING SPECIALIST, RG SOLUTIONS, LLC

- *Determined prior authorizations for radiology procedures.
- *Identified errors and re-filed denied or rejected claims quickly to prevent payment delays.
- *Maintained current working knowledge of CPT and ICD-10 guidelines, government regulation, and third-party billing requirements.
- *Collaborated closely with other departments to resolve claim issues.
- *Reviewed and verified benefits and eligibility with speed and precision.

JAN 2017 – DEC 2019

REGISTRATION/ SCHEDULING CLERK, RG SOLUTIONS-MADISON MS

- *Created patient accounts in two different EMR's.
- *Interviewed patients to collect accurate demographic information, insurance details, and medical history.
- *EPIC super user for software implementation
- *Coded radiology procedures
- *Performed diagnostic x-rays with in-direct supervision

DEC 2014 – JAN 2017

ADMINISTRATIVE PROFESSIONAL/ SURGICAL TECH, VAN METER ORAL SURGERY

- *Scheduled new and existing patient appointments
- *Checked insurance and collected pre-authorizations from providers
- *Managed patient check -in and check – out procedures and processed payment
- *Reviewed surgical requirements and prepped operating room with appropriate tools, equipment, and instruments
- *Maintained reusable surgical instrumentation and equipment, including documentation, cleaning, sterilizing, storing and distributing

AUG 2012 – JAN 2014

CHECK OUT AGENT, MISSISSIPPI SPORTS MEDICINE AND ORTHOPEDIC CENTER

- *Observed strict HIPAA guidelines at all times according to company policy
- *Processed payments and scanned patient insurance cards
- *Set up appointments for physician visits and procedures

JUL 2010- NOV 2011

CHECK IN, MEA MEDICAL CLINIC

- *Straightened up waiting room
- *Delivered high- quality administrative and customer service to sustain patient and work flows
- *Managed patient check -in and check – out procedures and processed payment
- *Interviewed patients to collect medical information and insurance details
- *Answered phones

EDUCATION

2025

RISE UP CUSTOMER SERVICE AND RETAIL CERTIFICATION, AI GOOGLE ESSENTIALS, FOUNDATIONS OF CAREER NAVIGATING AND COACHING

2018

CPC CODING SPECIALIST -AAPC

2012

SURGICAL TECHNOLOGY-HINDS COMMUNITY COLLEGE

SKILLS

- ICD -10 & CPT
- Microsoft Word
- Fast learner
- Problem solving skills
- HIPAA Compliance
- CPR Certified

REFERENCES

JENNIFER SARTAIN , MANAGER, MEDLOGIC SOLUTIONS 601-940-2797

JENNIFER THOMPSON, COO RG SOLUTIONS 601-624-7849

BRITTANY REEVES, OFFICE MANAGER, MADISON RADIOLOGICAL GROUP 601-826-0440

Christian Meadows

189 Meadows Drive • Florence, Mississippi 39073

Phone: (601) 940-5201 • Email: ChristianMeadows06@gmail.com

Objective

To obtain a front-line position with a dynamic organization where I can contribute my experience in leadership, workforce development, and customer service.

Professional Experience

- Workforce Development Instructor

Goodwill Industries of Mississippi – August 2024 to Present

Design and deliver digital literacy, career readiness, and soft skills instruction for adult learners, including those reentering the workforce or justice system. Facilitate training in resume writing, interview preparation, and job search strategies using standardized curricula such as NorthStar Digital Literacy and Google AI Essentials. Adapt content to meet learners' skill levels. Collaborate with Career Navigators to develop personalized learning plans. Track certifications and employment outcomes, proctor exams, and maintain accurate records for compliance. Build partnerships with local employers and organizations to support job placement opportunities.

- Administrative Assistant / HR Manager

Riggs Manor, Raymond, MS – November 2022 to August 2024

Oversaw new employee onboarding, recruitment, and documentation. Conducted performance reviews, coaching, and corrective actions. Managed payroll, accounts receivable, compliance, and monthly aging reports. Supported daily operations and promoted a positive company culture.

- Store Manager

Goodwill Select Store – Clinton & Byram, MS – May 2019 to October 2022

Managed store operations including inventory assessment, sales analysis, and employee supervision. Designed in-store displays, created employee schedules, and ensured company standards were upheld. Implemented strategies to meet and exceed sales goals and submitted growth reports to management.

- Activities Director / Grounds Manager

The Meadows Golf and Driving Range – February 2010 to March 2017

Planned and managed special events, employee schedules, grounds maintenance, payroll, and budgets. Oversaw safety protocols and enrichment programs for guests.

Education

B.A., Southern New Hampshire University – In Progress

A.A., Hinds Community College – 2024

GED – 2006

Skills

Communication: Verbal, Written, Presentation

Computer: Microsoft Word, Excel, PowerPoint

Leadership, Organization, People, Planning, Problem Solving, Creativity

Certifications

NRF Foundation Customer Service & Sales Certified Specialist – February 2022

Certified Digital Navigator – 2024

Certified Career Navigator – 2025

Hinds Community College



This Certifies That
Christian Hunter Meadows

has successfully completed the prescribed course of study and has
satisfied all other requirements for the Degree of

Associate in Arts

with all the rights and privileges pertaining to that degree.

In witness whereof, we have affixed our signatures
under the seal of the College, this

twelfth day of December, two thousand twenty-four

For the Board of Trustees

James R. notes
President

Barney Claston
Secretary

For the Faculty

Steph Meadows

President, Hinds Community College

Jennifer Ogden

Byram, MS 39272

jen.h.ogden@gmail.com

+1 601 668 8757

Work Experience

Workforce Development Instructor

GOODWILL INDUSTRIES OF MS-Ridgeland, MS

September 2023 to Present

- Conduct client intake, skills and needs assessments to identify skill gaps and develop targeted training plans
- Provide ongoing coaching and support to clients during their learning journey
- Facilitate classroom-style training sessions for groups of up to 15 clients
- Collaborate with subject matter experts to create engaging training materials, including presentations, assessments, and training aids
- Evaluate the success of training through post-training assessments and feedback surveys

Store Manager

Sally's Beauty Supply-Madison, MS

February 2022 to May 2023

- Develop business strategies to expand store traffic and optimize profitability
- Meet sales goals by training, motivating, mentoring and providing feedback to sales staff
- Write and conduct performance appraisals
- Assist staff with S.M.A.R.T. goal setting
- Conduct On-Boarding sessions with all new hires

Store Manager/Training Manager

Goodwill Industries of Mississippi-Ridgeland, MS

March 2012 to October 2021

- Managed a team of 40 employees, providing training, coaching, and performance evaluations
- Mentored employees leading them towards promotions and career growth opportunities
- Oversaw all aspects of store operations, including sales, customer service, inventory management, and staff supervision

Designer/Merchandise Coordinatore/Gift Shop Manager

Green Oak Nursery and Garden Center-Jackson, MS

September 2005 to March 2008

- Provided excellent customer service to all guests
- Created floral arrangements for daily deliveries and customers
- Designed and maintained gift shop with innovative merchandising ideas, pricing and restocking as necessary
- Designed and created seasonal and holiday decor installations for commercial and residential clients
- Lead design team to execute commercial holiday installations for major retailers and businesses

Merchandising Manager

McRae's Department Store-Jackson, MS

August 1988 to May 2002

- Implemented visual merchandising standards across multiple store locations to enhance brand consistency
- Optimized product placement and displays to maximize visibility and drive impulse purchases
- Developed and executed merchandising strategies to drive sales and increase customer engagement
- Managed a team of 50 merchandisers, providing guidance, training, and performance evaluations

Education

Associate's degree in retail management

Phillips Career Collage-Mobile, AL

August 1988 to May 1990

Skills

- Training & development
- Employee Coaching
- Store management
- Supervising Experience
- Employee evaluation

Certifications and Licenses

Google AI Essentials

June 2025 to Present

Client Intake, Assessments, Skill Analysis and Planning

June 2025 to Present

Foundations of Career Navigating and Coaching

May 2025 to Present

Work Keys Customer Service

August 2021 to Present

Driver's License

Examinee: Ogden, Jennifer
 Realm: DP McGowan

Examinee ID**: 123458314
 Report Date: Sep 13, 2021

Manifest Name	Test Date	Level Score	Possible Range	Scale Score	Possible Range
WorkKeys Applied Math	09/13/2021	6	<3 - 7	85	65 - 90
WorkKeys Workplace Documents	09/13/2021	7	<3 - 7	90	65 - 90
WorkKeys Graphic Literacy	09/13/2021	7	<3 - 7	86	65 - 90

WHAT YOUR SCORES MEAN

WorkKeys Applied Math:

You scored at Level 6. People who score at Level 6 have demonstrated all of the Levels 3, 4, and 5 skills. They also have demonstrated the following skills:

- Use fractions with unlike denominators and calculate reverse percentages.
- Convert units within or between systems of measurement (e.g., time, measurement, and quantity) where multiple-step conversions are required and the formulas are provided, such as converting from kilometers to meters to feet.
- Identify why a mistake occurred in a solution.
- Find the best deal from a group of solutions and then use the result for another calculation.
- Find the area of basic shapes when it may be necessary to rearrange a formula, convert units of measurement in the calculations, or use the result in further calculations.
- Calculate the volume of rectangular solids (e.g., cubes).
- Calculate rates, production rates, rate by time (such as, production rate is 59 cups produced per hour, how many will be produced in an 8-hour shift).
- Identify the correct equation for solving a problem.

WorkKeys Workplace Documents:

You scored at Level 7. People who score at Level 7 have demonstrated all of the Levels 3, 4, 5, and 6 skills. They also have the skill to read and comprehend long workplace documents that contain many details and are written in lengthy, complex sentences that use advanced vocabulary including esoteric words, jargon, and acronyms where meanings must be inferred from context. In reading these documents, they are able to:

- Infer implied details
- Infer the meaning of an acronym, jargon, or technical term from context
- Apply information/instructions to a situation not directly described in the document or to a completely new situation
- Apply principles inferred in a passage to a situation not directly described in the document or to a completely new situation
- Identify the rationale behind an entire document or a section of a document

WorkKeys Graphic Literacy:




You scored at Level 7. People who score at Level 7 have demonstrated all of the Levels 3, 4, 5, and 6 skills. They also have demonstrated, using graphics designed at the highly complex level, the following skills:

ACT[®] WorkKeys[™] Skill Report

- Compare two or more trends/patterns/relationships
- Interpret a trend/pattern/relationship
- Make a reasonable inference or decision based on one graphic after finding information in another graphic
- Justify an inference or decision based on information
- Identify the most effective graphic given a defined purpose
- Justify the most effective graphic given a defined purpose

NATIONAL CAREER READINESS CERTIFICATE (CRC)

Three WorkKeys Subtests included: *Reading for Information, Applied Mathematics, and Locating Information*

Certificates are awarded by achieving a minimum:	 BRONZE	 SILVER	GOLD	 PLATINUM
	Level 3 score on all assessments	Level 4 score on all assessments	Level 5 score on all assessments	Level 6 score on all assessments
	Skills levels demonstrate ability for:	16% of jobs*	67% of jobs*	93% of jobs*
	Sample Occupational Correlation:	<ul style="list-style-type: none"> • Autobody Repair Technician • Veterinary Assistant • Janitorial Supervisor • Drywall Installer • Pharmacy Aid 	<ul style="list-style-type: none"> • Administrative Manager • Head Cook • Medical Assistant • Engineering Technician • Machinist 	<ul style="list-style-type: none"> • School Counselor • Pharmacy Technician • Semi-Conductor Processor • Business Executive • Electrician
*Approximate percentage based on jobs in the WorkKeys occupational profile database				

NECESSARY SKILLS

Customer Service
 Interpersonal & Business Communication
 Problem Solving & Critical Thinking
 Work Discipline
 Job Performance Factors
 Employer Expectations
 Self-Management
 Time Management
 Working in Teams
 Leadership
 Conflict Resolution
 Attitude
 Decision-Making
 Problem-Solving

CAREER AWARENESS

Creating Career Goals
 Career Clusters
 Exploring Careers

Job Search
 Job Search Strategies
 Writing a Resume
 Applying for a Job
 Interviewing Strategies

Financial Awareness
 Checking and Savings Accounts
 Budgeting
 Credit Cards and Loans
 Insurance
 Financial Planning and Investing

MISSISSIPPI COMMUNITY



Smart Start Credential

Awarded to

Jennifer Ogden

Given in Recognition of Successful Completion of the

WIOA Mississippi Smart Start Pathway

Including:

National Career Readiness Certificate

Career Awareness and Necessary Skills

Platinum

Level

Sandy Crist

Sandy Crist, Director
Office of Adult Education

9/13/2021

Date

Andrea Mayfield

Dr. Andrea Mayfield, Executive Director
Mississippi Community College Board

MARKED

APPENDIX B- Insurance & Workers' Compensation Coverage

Company Name: Goodwill Industries of Mississippi, Inc.

MISSISSIPPI WORKERS' COMPENSATION

NOTICE OF COVERAGE

- I. Please take notice that your Employer is in compliance with the requirements of the Mississippi Workers' Compensation Law, and maintains workers' compensation insurance coverage with the following:

LUBA CASUALTY INSURANCE COMPANY

P.O. BOX 98082

BATON ROUGE, LA 70898-9082

1-888-884-5822 / 225-389-5822

- II. Individual workers' compensation claims will be submitted to and processed by:

LUBA CASUALTY INSURANCE COMPANY

P.O. BOX 98082

BATON ROUGE, LA 70898-9082

1-888-884-5822 / 225-389-5822

- III. This workers' compensation coverage is effective for the following period:

04/16/2025 to 04/16/2026

- IV. All job related injuries or illnesses should be reported as soon as possible to your immediate supervisor, or to the person listed below:

Lawrence Bouchea
104 East State Street
Ridgeland, MS 39157

(Name of employer contact person)

Human Resources Dept.
(Title & Department/Division)

- V. Please be advised that any person who willfully makes any false or misleading statement or representation for the purpose of obtaining or wrongfully withholding any benefit or payment under the Mississippi Workers' Compensation Law may be charged with violation of Miss. Code Ann. §71-3-69 (Rev. 2000) and upon conviction be subjected to the penalties therein provided.



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

2/27/2025

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Arthur J. Gallagher Risk Management Services, LLC 1076 Highland Colony Parkway Suite 300 Ridgeland MS 39157	CONTACT NAME: Linda Sykes PHONE (A/C No. Ext): E-MAIL ADDRESS: Linda_Sykes@ajg.com FAX (A/C No): 601-605-3109														
INSURED Goodwill Industries of MS, Inc 104 E State Street Ridgeland MS 39157	<table><tr><th>INSURER(S) AFFORDING COVERAGE</th><th>NAIC #</th></tr><tr><td>INSURER A: Arch Insurance Company</td><td>11150</td></tr><tr><td>INSURER B: LUBA Casualty Insurance Company</td><td>12472</td></tr><tr><td>INSURER C:</td><td></td></tr><tr><td>INSURER D:</td><td></td></tr><tr><td>INSURER E:</td><td></td></tr><tr><td>INSURER F:</td><td></td></tr></table>	INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A: Arch Insurance Company	11150	INSURER B: LUBA Casualty Insurance Company	12472	INSURER C:		INSURER D:		INSURER E:		INSURER F:	
INSURER(S) AFFORDING COVERAGE	NAIC #														
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INSURER B: LUBA Casualty Insurance Company	12472														
INSURER C:															
INSURER D:															
INSURER E:															
INSURER F:															

COVERAGES**CERTIFICATE NUMBER:** 1061959472**REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:		AAPKG10627-07	9/1/2024	9/1/2025	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 Professional Li \$ 1,000,000
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY		AAAUT20170-07	9/1/2024	9/1/2025	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ Uninsured motor \$ 1,000,000
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 0		AAFXS30198-07	9/1/2024	9/1/2025	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000 \$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N <input type="checkbox"/> N/A	028000020185124	4/16/2024	4/16/2025	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Certificate holder is shown as an additional insured in accordance with the policy provisions on Commercial General Liability policy listed above.

CERTIFICATE HOLDER**CANCELLATION**

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

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CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

7/7/2025

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

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PRODUCER Arthur J. Gallagher Risk Management Services, LLC 1076 Highland Colony Pkwy Ste 300 Ridgeland MS 39157	CONTACT NAME: Carrie Frizzell	FAX (A/C, No):	
	PHONE (A/C, No, Ext): 601-420-1917	E-MAIL ADDRESS: carrie_frizzell@ajg.com	
INSURED Goodwill Industries of MS, Inc and GIVS 104 E State Street Ridgeland MS 39157	INSURER(S) AFFORDING COVERAGE		NAIC #
	INSURER A : LUBA Casualty Insurance Company		12472
	INSURER B :		
	INSURER C :		
	INSURER D :		
	INSURER E :		
INSURER F :			

COVERAGES**CERTIFICATE NUMBER:** 1536869575**REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
	COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER:						EACH OCCURRENCE	\$
							DAMAGE TO RENTED PREMISES (Ea occurrence)	\$
							MED EXP (Any one person)	\$
							PERSONAL & ADV INJURY	\$
							GENERAL AGGREGATE	\$
							PRODUCTS - COMP/OP AGG	\$
								\$
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident)	\$
							BODILY INJURY (Per person)	\$
							BODILY INJURY (Per accident)	\$
							PROPERTY DAMAGE (Per accident)	\$
								\$
	UMBRELLA LIAB <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> DED <input type="checkbox"/> RETENTION \$						EACH OCCURRENCE	\$
							AGGREGATE	\$
								\$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N Y	N/A	028000020185124	4/16/2025	4/16/2026	PER STATUTE	OTH-ER
							E.L. EACH ACCIDENT	\$ 1,000,000
							E.L. DISEASE - EA EMPLOYEE	\$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	\$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER**CANCELLATION**

Mississippi Department of Rehabilitation Services
Attention: Lee Shirley, Director of Contracts
1281 Highway 51 North
Madison, MS 39110

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

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APPENDIX C- Mississippi Secretary of State

Company Name: Goodwill Industries of Mississippi, Inc.



Michael Watson
SECRETARY OF STATE

Office of the Secretary of State
Jackson, Mississippi

Certificate of Good Standing

I, MICHAEL WATSON, Secretary of State of the State of Mississippi, and as such, the legal custodian of the records as required by the laws of Mississippi, to be filed in my office, do hereby certify:

That on the 9th day of September, 1955, the State of Mississippi issued a Charter/Certificate of Authority to:

GOODWILL INDUSTRIES OF MISSISSIPPI

That the state of incorporation is Mississippi.

That the period of duration is perpetual.

That according to the records of this office, Articles of Dissolution or a Certificate of Withdrawal have not been filed.

I further certify that all fees, taxes and penalties owed to this state, as reflected in the records of the Secretary of State, have been paid and that the corporation is in existence or has authority to transact business in Mississippi.

That insofar as the records of this office are concerned, the said GOODWILL INDUSTRIES OF MISSISSIPPI is in good standing at this time.

Given under my hand and seal of office
the 9th day of January, 2025

Certificate Number: CN25203933

Verify this certificate online at <http://corp.sos.ms.gov/corpcnv/verifycertificate.aspx>

Internal Revenue Service

Department of the Treasury

#2 - B

District Director

Returns Program Management -
Staff - Taxpayer Assistance
P.O. Box 1055 - Room 1109
401 West Peachtree St., NW
Atlanta, GA 30370

Date: SEP 26 1991

Goodwill Industries of
Mississippi Inc
911 Palmyra Street
Jackson, MS 39203

Date of Inquiry:
07/31/91
Refer Reply To:
RPN:EOITPA
EIN:
64-0362410

Dear Taxpayer:

This is in response to your request for confirmation of your exemption from Federal income tax.

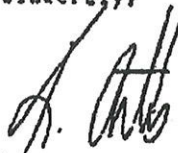
You were recognized as an organization exempt from Federal income tax under section 501(c)(3) of the Internal Revenue Code by our letter of April 1958. You were further determined not to be a private foundation within the meaning of section 509(a) of the Code because you are an organization described in section 170(b)(1)(A)(vi) and 509(a)(1).

Contributions to you are deductible as provided in section 170 of the Code.

tax exempt status recognized by our letter referred to above is currently in effect and will remain in effect until terminated, modified or revoked by the Internal Revenue Service. Any change in your purposes, character, or method of operation must be reported to us so we may consider the effect of the change on your exempt status. You must also report any change in your name and address.

Thank you for your cooperation.

Sincerely,



Exempt Organizations Coordinator

UNMARKED

Management Summary

Mississippi Department of Rehabilitation Services
Billy Taylor, Executive Director
Attention: Lee Shirley, Director of Contracts
1281 Highway 51 North
Madison, MS 39110

Dear Sirs:

The respondent respectfully submits this proposal to support the delivery of ten (10) Job Extravaganza training events each year for Pre-Employment Transition Services (Pre-ETS) eligible secondary and post-secondary students in Mississippi.

As one of the largest and most established organizations in our state dedicated to serving and employing individuals with different abilities, we are guided by the belief that individuals thrive when provided with meaningful opportunities and targeted training. We are committed to growing, adapting, and meeting the evolving needs of MDRS clients—youth, adults, and their families.

The proposed MDRS Job Extravaganzas offer a unique opportunity to build upon our 68-year legacy of workforce development through strong partnerships with MDRS, employers, schools, and other community resource providers. These events represent more than a contract deliverable—they serve as a powerful platform to ignite student inspiration, offer real-world career exposure, and support successful transitions to adulthood and competitive employment.

We believe that career exploration should be hands-on, equitable, and inclusive. Too often, students with different abilities lack access to employment environments. These events help close that gap by providing structured, engaging, and developmentally appropriate programming that aligns with the five core Pre-ETS categories.

We appreciate the opportunity to continue supporting MDRS in its mission and look forward to working together to help young people envision and pursue meaningful careers.

UNMARKED

Proposal: Description of Services for Job Extravaganza Events

I. Geographic Coverage and Event Volume

During the annual contract period, the Provider will deliver up to ten (10) Job Extravaganza events, which each will serve 50 to 140 MDRS Pre-ETS eligible secondary and post-secondary students from the corresponding counties at the following locations:

- 1) *Attala County Coliseum (Kosciusko)*- Attala, Leake
- 2) *Clinton School District (Clinton)*- Hinds
- 3) *Copiah-Lincoln Community College (Wesson)*- Copiah, Lincoln, Lawrence, Franklin, Simpson
- 4) *Hinds Community College (Raymond)*- Claiborne, Hinds (Jackson Public Schools to-be-determined)
- 5) *Holmes Community College (Grenada)*- Grenada, Carroll, Leflore, Montgomery, Tallahatchie
- 6) *Holmes CC/Yazoo Economic Development (Yazoo City)*- Holmes, Humphreys, Yazoo
- 7) *Madison County School District (Ridgeland)*- Madison
- 8) *MS Delta CC (Indianola) or a location in Greenville*- Bolivar, Sunflower, Washington
- 9) *Pearl Community Center (Pearl)*- Pearl School District/Rankin
- 10) *Rankin County Safe Room (Brandon)*- Rankin

II. Student Eligibility and Referrals

Only students for whom the Provider receives a completed MDRS-VR-100 Referral for Contracted Pre-ETS Services Form will be permitted to attend. The Provider will collaborate with MDRS Vocational Rehabilitation and Vocational Rehabilitation for the Blind counselors, local public and private schools, and post-secondary colleges to:

- Verify eligibility in accordance with IDEA or Section 504 definitions.
- Confirm Pre-ETS status and open PE case status with the VR/VRB Counselor.
- Coordinate outreach and secure parental consent as needed.

III. Venue Procurement and Accessibility

For each event, the Provider will secure a suitable, ADA-compliant venue that includes:

- Adequate space for mock workstations and breakout sessions
- Accessibility for mobility devices
- Parking for buses and school vans
- All necessary equipment, signage, tables, and supplies will be provided by the Provider.

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IV. Event Format and Rotations

Each event will be a five-hour hands-on experience featuring:

- Mock Workstations hosted by up to 20 employers
- Student Groups of 5–7 individuals, each accompanied by a support person
- Rotational Schedule ensuring all student groups interact with every employer station
- Breakout Sessions, at least 30 minutes, aligned with at least two of the five Pre-ETS categories

V. Business Recruitment and Travel Coverage

The Provider will recruit a diverse group of businesses. For each event:

- Number of businesses will match student groups
- Business representatives will simulate job duties
- Travel-related costs for business guests will be covered by the Provider

VI. Pre- and Post-Event Engagement

- Pre-Event Training provided to students and schools, as needed
- A detailed event schedule submitted in advance
- Post-Event Interviews conducted with stakeholders (employers, schools, attending students)

VII. Collaboration and Publicity

The Provider will coordinate with the MDRS Office of Communications for event promotion. All materials will be co-branded and pre-approved by MDRS leadership.

VIII. Documentation and Reporting

The Provider will submit a Pre-ETS Provision Form (MDRS-VR-61) for each participant with details on attendance, activities, observed progress, accommodations, and signatures.

IX. Invoicing and Compliance

Invoices will include student names, service dates, hours by category, and service fees. The Provider will:

UNMARKED

- Submit all invoices within 90 days
- Only invoice students with MDRS-VR-100 referrals
- Attend required Quarterly Site Visit Meetings

X. Quality Control and Continuous Improvement

Program staff will review implementation weekly and submit feedback summaries to MDRS to inform improvements for future events.