



# Board Appointment Form

Submitted On:

Sep 6, 2023, 11:45AM MDT

City Clerk

<b>Appointing Office</b>	Representative Cassandra Hernandez, District 3
<b>Agenda Placement</b>	Consent
<b>Date of Council Meeting</b>	Tuesday, September 12, 2023
<b>Name of Board</b>	Veterans Affairs Advisory Committee
<b>Agenda Posting Language</b>	Appointment of Donna Juarez to the Veterans Affairs Advisory Committee by Representative Cassandra Hernandez, District 3
<b>Appointment Type</b>	Regular
<b>List the nominee's qualifications to serve on this Board</b>	Veterans of the United States Armed Forces
<b>Nominee Name</b>	Donna Juarez
<b>Nominee Email Address</b>	[REDACTED]
<b>Nominee Residential Address</b>	[REDACTED]
<b>Nominee Primary Phone Number</b>	[REDACTED]
<b>Which District does the nominee reside in?</b>	District 8
<b>Does the appointee have a relative working for the City?</b>	No
<b>Has the appointee been a member of any other city boards?</b>	No
<b>List all real estate owned in El Paso County</b>	None
<b>Previous Appointee</b>	Rodney Washington
<b>Reason for Vacancy</b>	Term Expired
<b>Date of Appointment</b>	September 12, 2023
<b>Term Begins On</b>	September 12, 2023
<b>Term Expires On</b>	September 11, 2027
<b>Term</b>	1st Term
<b>Upload File(s)</b>	Donna J Juarez - Resume - Veterans Affafair AC- 9.12.23.docx

**Donna J. Juarez**



**Military Professional Experience:**

**2021 to present, 346<sup>th</sup> El Paso Veteran Court, Lead Mentor Coordinator**

- Recruit, screen, and select mentors
- Provide supervision for the mentors
- Facilitate mentor training
- Coordinate mentor activities with the court
- Conduct outreach events to veteran-serving organizations to introduce the program in the community.
- 2017 to present Veteran Mentor

**2019 to present, Director of Military Affairs, Rio Vista Behavior Health Center, STAR Military Program**

- Partner, collaborate and engage in opportunities to strengthen relationships with department of defense community and government agencies who support military and veterans.
- Coordinate mental health care treatment with patients referred by military and veteran hospitals, clinics, providers, clinicians, nurses, counselors, and other organizations.
- Manage daily censuses for all active duty, veterans, Tricare dependent adults, children, and adolescent patients.
- Provide El Paso VA, military department of behavioral health, family behavior health(CAFBH), primary medical clinics, nurse case managers admission and discharge updates.
- Coordinate and conduct program overviews to command staff and brief active-duty service members entering treatment.
- Develop and network to all Tricare, VA, veteran and reservist providers, social workers, and command points of contacts.
- On call 24/7 for emergency room patient transfers facilitated admission and worked closely to expedite the nurse-to-nurse transfers.
- Provide quarterly SWAT analysis reports for identifying successes and barriers.
- Provide regular program presentations, in-services, tours, meet and greets with clinical and medical support staff.
- Collaborate with community organizations conferences and events that provide education and CEU, CNE and CME opportunities.

**2009-2019 Military Veteran Liaison, Universal Health Services, El Paso Behavioral Health Systems, formerly University Behavioral Health, El Paso, Texas,**

- Work closely with military medical hospitals and clinic staff, on call 24/7 for emergency room transfers facilitated admission and nurse to nurse transfers.
- Coordinate with clinical, nursing, social services providers, and support staff. Collaborate as the first poc for hospitals, clinics and patients being referred for behavioral and mental health therapy and medication management.
- Maintained customer services accounts and provided quality customized customer service providing follow up care treatment services for behavioral and mental health care.
- Document, and track patient experience assessments by conducting entrance/exit interviews or quality leadership review.
- Provide quarterly SWAT analysis reports for identifying successes and barriers.
- Provide in-services, tours, meet and greets with clinical and medical support staff.
- Worked with the business development director and team on educational trainings, conferences, and education sessions.
- Create, design and coordinate community events that support military and veterans.

**2003-2010 Manager and Health Specialist School Health and Safe Schools, Region 19, Education Service Center, El Paso, Texas**

Managed School Health, Safe, Drug Free Programs and coordinated resources, and support services for 12 ISD, Private and Charter Schools. During the most intense years of the Juarez Mexico Border Violence drug cartels wars, I developed support services to the community and regional schools.

- Created and managed the annual federal and state grant budgets for ESC R19 School Health, at Risk Prevention, and Safe and Drug Free School Programs.
- Assured the organization had the latest credentials staff and technology on hand to accomplish its state requirements.
- Worked as a trainer implementing the 1.5-million-dollar grant from the Paso Del Norte Health Foundation for Coordinated Approach to Child Health. In 2015 I was recognized for that endeavor.
- Event Coordinating Conferences and Parent Education Academies, State Teen Conferences

### **Summary Civilian Experience:**

- 1991-1993 Army Reeder Fitness Center, Fitness and Activities Coordinator , Ft Clayton Army, Panama, Central America
- 1995-2003 EP Fitness, El Paso Texas - Regional Fitness & Personal Trainer Director
- 2003-2010 Education Service Center, Region 19, El Paso Texas. School Health, at risk, safe and drug free school's director.
- 2010-2019 November, EP Behavioral Health, Business Development, Military and Veteran Liaison
- 2019 to present Rio Vista Behavioral Health, Director of Military Affairs

**1985-1993, United States Army, Active-Duty Service Member and Army Reserves, Medical Records Specialist, Stationed at Ft Jackson, SC, Walter Reed Army Medical Center and Ft Belvoir Army Installation, United States Army, Walter Reed Army Medical Center, Washington DC**

### **Leadership Skills Experience:**

#### **1995-2003 Fitness Director, EP Fitness, El Paso, Texas**

- Directed and managed fitness instructors, personal trainers
- Managed and coordinated buying and designed branding of apparel for retail dept.
- Conducted 90 day/annual evaluations of employees.
- Managed contracted staff and implemented state and federal contracting standards.
- Coordinated and provided monthly professional development.
- Provided Team Building that established corporate wide employee professional excellence.
- Managed and maintained corporate budget and payroll.

### **Education, Certifications Course Training:**

- 1985 Klein Oak High School, Spring Texas
- 1985 US Army Basic Training & Military Advance Occupational Specialty Course
- 1986 US Army Master Level Fitness Trainer, Ft Jackson, SC
- 1990 US Army Master Level Leadership Course, Ft Belvoir, VA
- 1992 College of Health Science, BS, Virginia State University, Ft Belvoir, VA
- 1993-2003 American Fitness Foundation of America
  - Personal Trainer Certification & Train the Trainer Certifications
  - Aerobic Certification, Certified Instructor Trainer
  - Master Fitness, Wellness Practitioner Certification
  - Hatha Yoga Certification
  - Sports Nutritionist Certification
- 2003-2010 Education Service Center, Region 19
  - University of Houston, Coordinated Approach to Child Health Courses
    - Strengthening Parenting skills for at risk behaviors
    - Integrating Activities into Academics Course Certifications
    - Character Count Course Certifications
    - True Colors Certification Course Certifications
    - Nutrition Course Certification (FMNV Eat Smart)
    - Creative Coping Skills Course Certification
    - Team Building and Icebreakers Certification