

County Council of Howard County, Maryland

2019 Legislative Session

Legislative day # 8

RESOLUTION NO. 95 - 2019

Introduced by: Chairperson at the request of the County Executive

A RESOLUTION confirming the appointment of John Way to the Local Behavioral Health Advisory Board.

Introduced and read first time on June 3, 2019.

By order Jessica Feldmark  
Jessica Feldmark, Administrator to the County Council

Read for a second time and a public hearing held on June 17, 2019.

Tabled 7/1/19

By order Jessica Feldmark  
Jessica Feldmark, Administrator to the County Council

This Resolution was read the third time and was Adopted , Adopted with amendments \_\_\_\_, Failed \_\_\_\_, Withdrawn \_\_\_\_ by the County Council on July 29, 2019.

Certified by Jessica Feldmark  
Jessica Feldmark, Administrator to the County Council

NOTE: [[text in brackets]] indicates deletions from existing language; TEXT IN SMALL CAPITALS indicates additions to existing language. Strike-out indicates material deleted by amendment; Underlining indicates material added by amendment.

1           **WHEREAS**, Section 404 of the Howard County Charter and Section 6.300 of the Howard  
2 County Code provide for the County Executive to appoint and for the County Council to confirm  
3 nominees to Howard County Boards and Commissions created by law; and

4           **WHEREAS**, Sections 6.335 and 12.1000 of the Howard County Code, as amended by  
5 Council Bill No. 13-2018 effective July 1, 2018, provide for a Local Behavioral Health Advisory  
6 Board in Howard County; and

7           **WHEREAS**, the County Executive has proposed the appointment of John Way as a member  
8 of the Local Behavioral Health Advisory Board; and

9           **WHEREAS**, the County Council ratifies the County Executive's special trust and confidence  
10 in the abilities of the nominee.

11           **NOW, THEREFORE, BE IT RESOLVED** by the County Council of Howard County,  
12 Maryland this 29<sup>th</sup> day of July, 2019 that the following person is appointed as a  
13 member of the Local Behavioral Health Advisory Board to serve from the passage of this Resolution  
14 to July 1, 2024 or until a successor is appointed and confirmed:

15  
16  
17

John Way  
Columbia, Maryland

**Howard County Council Resolution 95-2019**

**Local Behavioral Health Advisory Board**

**Testimony**

**John F. Way**

**July 15, 2019**

**Support**

**Good Evening,**

**My name is John Way. I live in Columbia; County Council District 3.**

**I would like to thank the Chairperson, Ms. Christiana Mercer Rigby, for introducing County Resolution 95-2019 at the request of the County Executive.**

**I have been a Howard County resident for nearly 40 years. I graduated from Wilde Lake Highschool in 1985 and enlisted in the United States Army that same year.**

**While in the Army, I was stationed in Heidelberg Germany at USAREUR Headquarters working in the Special Security Operations (SSO) from 1986 till 1989. I held a Top Secret security clearance and handled secure communications for all General Officer staff.**

**After reenlisting for another 3 years I supported the National War College and National Defense University communications center in Washington D.C. and was then was stationed with SSO at Camp Casey Korea in direct support of SSO within the demilitarized zone (DMZ) of North & South Korea.**

**After 7 years I completed my tours and was honorably discharged shortly after the Gulf War.**

**Since leaving the military, I have seen firsthand and experienced how difficult the transition to civilian life can be. Every servicemen's transition is truly unique but is rarely easy and for this reason many get lost along the way.**

In 2006 I was fortunate to have an opportunity to buy into the Jiffy Lube franchise. As an employer I was constantly struggling to find skilled and reliable staff, so I made the decision to begin to seek out Veterans, whom I know are highly skilled, able to lead and be lead.

From 2014 to 2018 I hired over 80 Veterans of which approx. 18 were homeless.

Hiring Veterans does not come without its challenges, as many are returning to the civilian world with stress, trauma, mental and physical health problems. After seeking assistance from the VA I received training in Mental Health First Aid (MHFA).

This training proved extremely helpful for me in understanding not only the challenges my staff faced but also gave me deeper insight and awareness in helping my Veteran staff live happy and productive lives. In addition, after training approximately 50% of my staff in MHFA we saw an undeniable increase in both sales, customer satisfaction and reduced turnover rate. It was very clear to me then and now how MHFA training can improve the quality of life for anyone that receives training.

In June of 2018 I trained to be an instructor in Mental Health First Aid and decided to leave Jiffy Lube behind to move forward helping my community of Veterans and the community of Howard County with MHFA training.

I currently sit on the Opioid Crisis Community Council (O.C.C.C.) as a voice for Veterans and to help with this ongoing crisis in our community and I am in the process of becoming certified for training others how to administer Narcan.

It is my hope to fill a position on the Local Behavioral Health Advisory Board as a Veteran and MHFA instructor to better assist with the challenges and needs of the community that I live in and work in.

I look forward to serve our community, county and country and it would be my honor to serve on the board for Local Behavioral Health.

God Bless this county and the United States of America.

Thank You.

John Way

John Way

CE 95-2019

<p>OBJECTIVE</p>	<p>To raise awareness and support for our Veterans by providing services and assistance to help them find purposeful employment, Mental Health First Aid training along with improving their morale. Promote Veteran hiring and training to businesses and help bridge the gap between Veterans and Veteran opportunities.</p>
<p>PROFESSIONAL ACHIEVEMENTS</p>	<ul style="list-style-type: none"><li>• June 2018 secured certification as a Mental Health First Aid Instructor.</li><li>• June 2017 Served as panelist for the Building Collaborative Communities in Maryland: A conference for those who SERVE Service Members, Veterans, and Their Families.</li><li>• June, July, and August, 2017 Formed partnership with local yoga studio and Veteran yoga instructor so the VA Way could provide FREE yoga to Veterans. Yoga is a profoundly healing practice that brings relief from stress, anxiety, and PTSD.</li><li>• May 2017 participated and completed at the first Project Opportunity Next Level training program at the Department of Veterans Affairs Baltimore Md. This 10 week course is designed for Veterans by Veterans to help take a true entrepreneurial spirit to the next level and be more successful in our business or future business.</li><li>• April 2017 The VA Way and Mr. Gary Canteen were presented the Seven Seals Award for meritorious leadership and initiative in support of the men and women who serve America in the National Guard and Reserve.</li><li>• April 2017 The Department of Defense presented the Pro Patria Award to Pikesville Jiffy Lube. This annual award presented by the ESGR State Committee to one small employer in their state. Recipients have demonstrated the greatest support to Guard and Reserve employees through their leadership and practices, including adopting personnel policies that make it easier for employees to participate in the National Guard and Reserve. This is the highest level award that may be bestowed by an ESGR State Committee.</li><li>• January 2016 Maryland Department of Veteran Affairs gives Official Citation to John Way, Jiffy Lube-Pikesville &amp; The VA Way in recognition of my commitment to Maryland's veterans and their families.</li><li>• 2016 Participated in Hiring Our Heroes – State Roundtables: as an employer of Veterans was able to provide current Veteran employment best practices and help create a community dialogue to cross-promote initiatives concerning Veteran Employment.</li><li>• 2016 The ESGR presented the above and Beyond Award to Jiffy Lube Store #722 Pikesville Maryland for continued support and accomplishments in hiring and retaining the Guard and Reserve.</li><li>• September 2015 The VA Way provided professional development and education to the Department of Veterans Affairs vocational staff. During the Bi-Annual Vocational Services Colloquium which greatly strengthened core competencies that will enable this program to provide exceptional vocational rehabilitation and employment services.</li></ul>

- Partnered with The Fort Meade Alliance and participated as a Subject Matter Expert (SME) in the 2015 FMA Education & Workforce forum, Innovative Partnerships: Industry, Government and Academia Meeting Critical Workforce Needs. Topic was: Mission Veterans.
- 2014 Recognition to John Way and Jiffy Lube store #722 from the Office of the Secretary of Defense Employer Support of the Guard and Reserve as a Patriotic Employer.
- 2014 Created a partnership with Project PLASE to help find employment and housing for our homeless veterans. Received Outstanding Service Award for Jiffy Lube efforts in hiring homeless Veterans. Additionally in 2015 the VA Way was awarded Partner of the Year for outstanding and dedicated service to the clients of the SSVF program and Mary Slicer the Executive director of Project PLASE.
- Awarded a governor's citation in 2014 for achieving the highest percent of veteran employees at my Jiffy Lube workforce. Fifty percent of my Jiffy Lube staff are veterans and my Jiffy Lube location was the only company out of 186 companies involved in Maryland's Operation Hire to achieve these goals <http://veterans.maryland.gov/operation-hire-maryland/>
- Article written in MD BIZ, Maryland Jiffy Lube Owner Becomes Veterans Crusader. <http://mdbiznews.business.maryland.gov/tag/veterans/>
- Participated in Operation Hire 2014, a 100-day hiring mission for all businesses in the state of Maryland. Operation Hire committee member and participant 2015 and 2016 visited different regions in Maryland and spoke to employers on benefits and challenges of hiring Veterans.
- 2014 Recognition to John Way and Jiffy Lube store #722 from the Office of the Secretary of Defense Employer Support of the Guard and Reserve as a Patriotic Employer.
- 2013 launched my Veteran Owned and operated campaign for my Jiffy Lubes.

WORK HISTORY

2006 to 2018 -- Jiffy Lube: franchise Owner Operator of franchise location over one million in sales annually 2017 & 2018. Applying VA Way hiring practices at my Jiffy Lube location from 2015 through 2018 2016 with average of 85% Veteran staff each year increasing sales and customers by 30% each in 2016. Finishing number one in the Maryland area. Additionally having 50% of the staff certified in mental health first aid.

2012 to Present -- Professional Emcee of the Charm City Bluegrass festival, I take on the role of an Ambassador to promote a better overall experience for the fans, artist, sponsors, vendors, and promoters through my passion to ensure everyone at a festival enjoys their experience to its fullest. Promoting Mental Health first aid awareness.

1999 -- 2006 -- Vice President of Operations for Jiffy lube Franchisee and managed and operated 8 locations over two states.

1992 -- 1998 -- Assistant Food and Beverage Director, Baltimore Marriott Camden Yards, Baltimore MD.

1985 to 1992 U.S. Army, held Top Secret SCI/SBI Security Clearance. Honorable Discharge.

REFERENCES

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