

**County Council of Howard County, Maryland**

2011 Legislative Session

Legislative day # 12

**RESOLUTION NO. 162 - 2011**

Introduced by: Chairperson at the request of the County Executive

A RESOLUTION confirming the appointment of Jim D. Ennis to the Commission on Disability Issues.

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Introduced and read first time on November 7, 2011.

By order Stephen LeGendre  
Stephen LeGendre, Administrator to the County Council

Read for a second time and a public hearing held on November 21, 2011.

By order Stephen LeGendre  
Stephen LeGendre, 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This Resolution was read the third time and was Adopted , Adopted with amendments , Failed , Withdrawn  by the County Council on December 5, 2011.

Certified by Stephen LeGendre  
Stephen LeGendre, 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.



## **Jim D. Ennis**

7426 Oakcrest Lane, Clarksville, Maryland 21029  
301-490-3583 (h)  
[Ennis09@verizon.net](mailto:Ennis09@verizon.net)

### **SUMMARY**

*Certified Quality Management Professional, Internal Auditor and Enterprise Architect* adept at using program or project management, analytical and statistical tools to plan, develop, implement, oversee and evaluate program performance and lead social science research projects. *Licensed Counseling Psychologist* skilled in analyzing individuals and organizations, crisis management, counseling and testing techniques, public speaking, training, research, writing and editing. Managed and supervised immigration, health care and railroad teams; and a psychology private practice. Mastered many different IT languages and systems along with QA and auditing techniques; and special projects/action officer work. Qualified as an *Immigration Adjudication Officer*. Authored two books and completed the manuscript on a third.

### **EDUCATION**

Ed.D. Counseling Psychology, University of Sarasota, Florida 2000  
M.A. Counseling, University of North Dakota (UND), 1987  
B.S.Ed. Secondary Education; and B.A. Journalism and U.S. History, UND, 1978

### **CERTIFICATES, LICENSES AND MILITARY SERVICE**

Certified Enterprise Architect, 2011  
Certified Internal Auditor, 2003  
Certified ISO 9000 Quality Management Professional, 2003  
Licensed Mental Health Professional, 1997  
Honorable Discharge, U.S. Army, *Vietnam Era Disabled Veteran*, Expeditionary Medal 1972-1974

### **EXPERIENCE**

Feb 07-Present **Supervisory, Management and Program Analyst, GS-0343-15**  
**Chief, Guidance & Analysis, B-Verify Operations Branch, HQ Verification Division, US Citizenship and Immigration Services, Department of Homeland Security, Wash., DC**  
Provide supervisory and management guidance to upper management involving policy, process, data and decisional analyses, system improvements, organizational and strategic planning issues, budget, alignment and workforce issues, SOP critiques, briefings and detailed reports. Perform QA, operational and statistical analysis, productivity forecasts and standards development; and content management/QA on websites. Developed a Branch Staffing Analysis Model and implemented the Federal Acquisition Regulations Rule. Wrote a 135-page B-Verify Policy Manual; a 25-page Handbook; a 47-page SOP.

- Perform hiring/contract support; review resumes, hiring plans/status, Union Agreements, and student/Vet hiring guidance; identify scope; functional areas; roles/responsibilities; and desirable job skills. Created Mgmt Dashboard & Tasker.
- Completed PWP, IDP; and Weekly Management Reports; reviewed MOU and SOW; organizational plans; mission/vision Statements; hi-level flow charts & best practices
- Supervised performance improvements, planning and metrics, QA, statistical analysis, SOP development, content management, policy and administrative functions
- *Executive Potential Program graduate* (Mar 2009). USDA Senior Executive Service leadership development program – spent 60 days as the Field Office Director US Embassy–Guatemala and 60 days as a Refugee Officer at the US Embassy–Nairobi
- *Supervisor: Rebecca Green, Deputy Branch Chief, 202-358-7796.*

Feb 01-Feb 07 Senior Program Analyst, GS-0343-14

Program Manager, Quality Assurance (QA), QA Branch, HQ Operations Planning Division, USCIS, Department of Homeland Security, Washington, DC

- Contracting Officer Technical Representative. Ad Hoc reviews of QA Contractor.
- HQ QA Program Manager. Managed QA Program in 3 Regions, 33 Districts, 55 Sub-Offices and 5 Service Centers. Provided management with QA recommendations on SOP critiques, reports, briefings, presentations, policy analysis and memorandums, process and procedural improvements and QA/Ad Hoc Reports.
- Ensured that the benefit process followed federal laws and guidelines.
- Tracked and monitored corrective actions, trends, and prevention efforts.
- Supervisor: Steve Thorpe, Branch Chief, 802-660-5170 x5533.

Nov 98-Feb 01 Program Analyst, GS-0343-12

QA Analyst, Adjudications, Omaha District Office, INS, US Dept of Justice, Omaha, NE.

- Used quality management techniques to administer the District QA Program.
- Analyzed processes, procedures, policies, SOPs and conducted inspections to ensure that adjudication's were being done according to Federal Law and Guidelines.
- Used briefings, reports, statistical analyses, charts, graphs, workshops, PowerPoint presentations, best practices and team management skills.
- INSpect Liaison, Office of Internal Audit point-of-contact during all audits.
- Application Support Center Manager, Managed fingerprinting (FP) processes: inspecting documents for fraud, checking criminal databases & FP customers.
- Supervisor: Caroline Pratt, Assistant District Director Adjudications, 402-633-4012.

Mar 89-Aug 98 Human Services Management, Counseling Psychologist

97-98 Clinical Coordinator, GS-101-12, Veterans Affairs Medical Center, Omaha, NE.

96-97 Employee Development Specialist, GS-0235-11, Ft. Shafter, HI (Army-Temporary).

92-97 Psychology Private Practice, Jim Ennis Counseling Services, Inc., Honolulu, HI.

92-93 US Navy Contractor, Jim Ennis Counseling Services, Inc., Pearl Harbor, HI.

88-92 Director of Family Therapy and Senior Counselor, Oklahoma City, OK.

- Hawaiian Private Practice provided consulting, teaching, training and counseling services to organizations, families, marriages and individuals.
- Supervised 12-16 professionals coordinating inpatient and outpatient counseling services; trained counselors; did psychological testing and public speaking, etc..

Jul 79-Mar 89 Railroad Conductor/Yardmaster, Burlington Northern Railroad, Grand Forks, ND.

Supervised 40 Operations Division employees. Managed freight trains with millions of dollars in cargo, dangerous chemicals and explosives. Tested on FRA Operating Rules and Regulations every two years as a condition of employment.

#### LETTER OF APPRECIATION QUOTES

Colonel Okazaki, Army Personnel Director (1997), "your selfless devotion to duty and team were invaluable .... You volunteered to assist in any way you would be of benefit to this command during orientation. You have lived up to this commitment and more .... in an exemplary manner." Dr. Davidson, Quality Services Administrator (2000), said, "[Jim is a] creative, innovative, action individual, not a yes-man, but definitely a team player." Mr. Heinauer, Omaha District Director (2001), said, "I appreciate ... the many collateral duties ... that you were targeted for ... because of your exceptional organizational and leadership skills." Mr. Roma, US Embassy Field Office Director (2008), said, "[Jim's] work has been outstanding at USCIS Guatemala.... I thank you for sending Jim. Because of him [we are] a better office."

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