

County Council of Howard County, Maryland

2021 Legislative Session

Legislative day # 16

RESOLUTION NO. 150 - 2021

Introduced by: Chairperson at the request of the County Executive

A RESOLUTION confirming the appointment of Cassandra Buffington-Bates to the Commission for Transitioning Students with Disabilities.

Introduced and read first time on October 4, 2021.

By order Michelle Harrod  
Michelle Harrod, Administrator to the County Council

Read for a second time and a public hearing held on October 18, 2021.

By order Michelle  
Michelle Harrod, 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This Resolution was read the third time and was Adopted , Adopted with amendments \_\_, Failed \_\_, Withdrawn \_\_ by the County Council on Nov 1, 2021.

Certified by Michelle Harrod  
Michelle Harrod, 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.



# **CASSANDRA BUFFINGTON-BATES**

## **Summary**

Accomplished business and education leader offering 15+ years of experience driving project completion, maintaining customer focus, and managing resources. Goal-oriented, enthusiastic, detail-oriented, analytical, creative, and authentic consistently getting the job done. Leverages excellent interpersonal, communication, and writing skills. Adept at working effectively to achieve goals across cross-functional teams and individual contributors.

## **Education**

### **University of New England**

Master of Science- Public Health

### **University of Maryland University College**

Master of Arts – Education

### **University of Maryland Baltimore County**

PMI Project Management Training

## **Certification**

National Commission for Healthcare  
Credentialing, Inc.  
Certified Health Education Specialist  
**October 2018-September 2023**

Certified Microsoft Innovative Educator Program  
Johns Hopkins Health System  
**May 26, 2020**

## **Experience**

### **MPACT Strategic Consulting, LLC**

*Instructional Designer II / February 2021-July 2021*

- Analyzed and gauge existing instructional materials for repurposing to adult learners
- Developed and revised both facilitated and online learning content with related instructional materials

- Designed and developed supplemental training materials such as instructor and participant guides for government agency

### **Johns Hopkins Health System**

*Epic Instructional Technologist / January 2019 – February 2021*

- Lead and managed the learning and development projects for effective learning and performance solutions for the Office of Telemedicine, Nutrition, and RT, Revenue Cycle Management from planning, development, coordination and scheduling, monitoring, and control to closing.
- Contributed and collaborated on special projects for COVID-19 impact.
- Updated eLearning courses to remove .swf to HTML5 in Captivate 2019 files.
- Developed support plan and trained junior staffer on ISD methodology, uploading content to organization server, troubleshooting tips, and updating LMS resources.
- Evaluated and analyze Enterprise Training Portal of more than 10 applications and 20+ roles for functionality and accuracy.
- Mentored junior ISDs on using Articulate RISE and Storyline 360 and uploading process to organization servers and LMS.
- Handle various SharePoint tasks - setting up permissions and testing.

### **CTIS, Inc.**

*Sr. Training Specialist/Analyst III / August 2017 – December 2018*

- Developed proposals for training and Learning Management Systems to external clients including completing DAR for procurement including analysis and testing.
- Managed and controlled reporting to meet project and contract requirements with NIH.
- Managed training user stories based on different project objectives.
- Developed education content utilizing Articulate Storyline and RISE
- Lead the design, development, and delivery of learning and development courses for the internal technical workforce.
- Delivered training to external clients on SaaS for the clinical protocol documentation system.
- Revised Organizational Training artifacts for CMMI Level 3 compliance.
- Updated training processes in Confluence.
- Participated in testing software based on user stories in JIRA.
- Updated and maintained shared calendars.

## **Trinity Health/Holy Cross Health**

*Clinical Application Analyst / August 2016 – August 2017*

- Developed process documentation (job aids, user manuals, system workflows, and presentations)
- Multitasked several projects as well as handled on-call responsibilities which also included handling project-related tasks for the Clinical Forms On Demand(FOD)project.
- Troubleshooted, analyzed, and responded to moderately complex clinical application issues (i.e. break/fix) for 29 clinical applications

## **ALTA IT Services, Inc.**

*Project Lead / March 2015 – November 2015*

- Developed project charter, project plan, and creating a SharePoint site to upload and maintain learning artifacts and process documentation.
- Coordinated and facilitated various workgroups including developing a project plan, logistics, calendar planning, scheduling, communications, agendas/minutes, and reporting.
- Implemented process management strategies for training, helping improve the business process, and ensuring quality results for clients affecting 200+ end-users.

## **University of Maryland Medical System**

*IT Manager | Sr. Technical Consultant / January 2008 – July 2014*

- Led projects end-to-end for 150 Ambulatory clinics, 2 large Inpatient and rehabilitation hospitals, and 2 Radiology departments.
- Managed full-time and contractor resources.
- Successfully documented and tracked risks, issues, and action items to managers and business sponsors.
- Successfully developed Standard Operating Procedures for process improvement.
- Successful outcomes for go-live, optimization, and maintenance for projects including strategic plans addressing learning through blended approach for 50% reduction.
- Developed and executed training curriculums and all documentation. Created Captivate modules based on system design and a workflow analysis. Provided application testing and training environment build.

**Council Resolution 150-2021**  
**Introduced: October 4, 2021**  
**LA: Jeff Meyers**

**Legislative Intent:** This Resolution would approve the appointment of Cassandra Buffington-Bates to the Commission on Disabilities.

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**ANALYSIS**

***Who would be replaced by the nominee?***

Colette Jackson.



***Is that person still actively serving?***

No (resigned).

***Is that person eligible for reappointment?***

Yes – but see above.

***If eligible for reappointment, does that person wish to continue to serve?***

See above.

***Any additional information (beyond what is included in resume) you can find about the nominee via a web search.***

LinkedIn entry: <https://www.linkedin.com/in/cassandrabuffingtonbates/>

***If the board has specific qualifications for different members, where the nominee fits in that mix.***

Ms. Buffington-Bates lives in Columbia and is a parent of a person with disabilities.

Section 12.401 of the County Code sets out the qualifications for members of the Commission:

(c) Qualifications:

(1) At least 13 of the 15 members shall be residents of Howard County.

(2) All members shall:

(i) Have evinced a broad based interest in, and/or experience with, issues involving persons with disabilities; and

(ii) Be willing and able to commit time and effort to actively pursue the responsibilities of a working Commission.

(3) At least eight of the members of the Commission shall be persons with disabilities.

(4) Two members of the Commission shall be a Board or staff member of an agency providing services to persons with disabilities.

(5) Two members of the Commission shall be a relative of persons with disabilities.

***The Commission's website, which includes a list of the current members, is here:***

<https://www.howardcountymd.gov/CoD>

***Current Board Members:***

- Chairperson: Elliott Finkelstein
- Vice Chairperson: Doug Lea
- Riffat Ashai, M.D.
- Heidi Burghardt
- Nicole Czarnecki
- Arthur Gold
- Joshua Hirsh
- Ande Kolp
- Randy Murbach
- Marian Vessels
- Mia Williams
- Karen Wood

***Anything else you think may be of interest.***

Ms. Buffington-Bates is on a list of those who earned the district title of Certified Health Education Specialist (CHES®) in the October 2018 examination. <sup>1</sup>

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<sup>1</sup> [https://assets.speakcdn.com/assets/2251/newsspring2019\\_web.pdf](https://assets.speakcdn.com/assets/2251/newsspring2019_web.pdf)