

Martin A.H. (Tony) Jones, Ph.D., MPA, ME, BS
9878 Lyon Ave
Laurel, MD 20723
(360) 790-5713(c)
mjonesdr@aol.com

November 23, 2015

David K. Lee
Director of Constituent Services and Community Partnerships Office of Howard County Executive Allan Kittleman

Dear Mr. Lee,

I would like to express my interest in becoming a Board Member with Howard County's Commission on Disability Issues, where I can use my skills to assist the commission in reaching its objectives consistently and fairly.

I have held the position of Director in the area of Social Security Disability, where I worked for over thirteen years. During this time, I took part in successful implementation of policies (federal and local), meetings and processes that helped the organization to constantly seek ways to improve service delivery, quality, and stewardship of the American taxpayer dollars.

I have administrative experience and excellent leadership skills that I would like to put to use for the county. I can assist in creating and implementing new efforts as well as ensuring present targets are met on time that will enhance the performance of the Commission.

I am resourceful and I have the ability to multi-task to ensure everything is done on time, while still maintaining a high level of efficiency.

As you can see I have a varied background which includes military service with honor in the US Army and serving the needs of communities from West Germany to Washington State to Washington DC and now Howard County Maryland. I would be highly honored and humbled to work closely with Commission members while providing a much needed service to the disabled community here in Howard County.

I look forward to meeting with you in person. Please call (360)-790-5713 to make arrangements for an interview.

Sincerely,


Martin A.H. Jones

Enclosure: Resume

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Curriculum Vitae/Resume

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Education/Certification:

Ph.D., Organization and Management, Capella University (2002)
MPA, Administrative Organization and Management, Golden Gate University, San Francisco, California, July 1988
ME, Education and Supervision, American Public University, Charlestown, WV
Principal Certificate – West Virginia (completed 9/2015)
BS, Management, University of Maryland, College Park, Maryland, July 1982

RELEVANT Executive/Managerial EXPERIENCE

Washington DC Disability Determination Division – 40 hrs. per week - April 14, 2008 to April 3, 2014
Division Director CS-15 (equivalent to GS-15, Federal Gov't - \$129,161 Annually)

- Director of a District-wide division responsible for over 14,000 disability claims per year and an \$11.5 million budget.
- Received one of Social Security Administration's highest awards for FY 2008 (The Phoenix Award).
- Prepared and administer the Division's District's Citi Stat process, and apply its principles in performance management.
- Named as the most improved Disability Services in the United States and received a national Quality Award for FY 2008.
- Oversaw the following functions: timely adjudication of disability claims; performance goals; policy interpretation and implementation; leadership, strategic planning; general services and personnel in a union environment.
- Implemented Social Security Administration directed policies. Administration of the division's District-wide day-to-day operations as well as identification and resolution of short and long-range issues.

Washington State Department of Social and Health Service, Health and Recovery Services
Administration – 40 hrs. per week *March 1, 2001-April 14, 2008*
Division Director, Disability Determination Services - \$96, 500 Annually

- Federal partners regarding the development and implementation of procedures to meet legislative intent and Governor's Directive on privacy Director of a statewide division with 326 employees in a union environment, and managing a \$38 million budget, 76,000 cases annually and 4 Regional Offices.
- Oversaw the following functions: leadership; timely adjudication of disability claims; performance goals; policy interpretation; strategic planning; general services, budget, strategic planning and personnel.
- Provided leadership and guidance in managing a diverse; multi-organizational workforce, ensuring adherence to affirmative action, ethical behavior, and equity of opportunity in all work-related actions, and non-discriminatory delivery of services.
- Supported and understood the Governor's GMAP process, and applied its principles in management.
- Provided executive leadership, overseeing disability program operations, meeting, local, regional and national performance goals and objectives. Prepared and administered the division's statewide operating and capital budgets.

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Washington State Liquor Control Board – 40 hrs. per week
Deputy Director, Distribution - \$55, 000 Annually

August 1, 1996-June 1, 2000

- Directed and guided the implementation of a distribution system, billing, collections and customer service operations to deliver to 320 retail stores.
- Managed the day-to-day efforts of 90 union employees and a budget of \$8.6 million.
- Represented the Board on a variety of intra- and inter-governmental task forces.
- Served as the Board's primary spokesperson to consumer groups, industry associations and the media. Testified and/or prepared testimony for a variety of legislative bodies and interest groups.
- Prepared press releases for distribution to the media.
- Taught the organization to operate like a business. Introduced sound quality management practices and a strategic plan for long-run improvement. The result was the operation was given an A rating by the 3-member Board and partners alike.
- Developed/implemented an innovative program, consistent with Baldrige Award Criteria, to improve customer service -- cut executive level complaints by 60%.

Education Administration and Faculty Experience:

Faculty and Campus College Chair – 40 hrs. per week (School of Undergraduate and Graduate Business and Management)

University of Phoenix – Washington and Hawaii Campuses July 1, 1998 to April 14, 2008

Responsibilities included:

- Facilitating courses such as Introduction to business management, administration, decision modeling, government, economics, business writing, organizational management and change, total quality management, etc., as an faculty member and Campus College Chair.
- Attending Campus Academic Council meetings, providing relevant and specific information on academic and faculty matters.
- Facilitating educational support for North Central Association certification.
- Promoting corporate academic policy changes.
- Managing and coordinating instructional initiatives for the University of Phoenix.
- Conducting outreach campaigns to encourage highly qualified instructors to join the team.
- Seeking out private sector and competitor partnerships in collaborating program efforts.
- Proactively sharing information with instructors, educators, legislators, and other interested parties concerning business needs and requirements.
- Working collaboratively with other campus Assistant Department Chairs, Campus Department Chairs and campus administration to define and resolve campus and University-wide academic issues.
- Attending the program area Curriculum Committee meetings providing specific feedback on courses identified in the Master Curriculum Agenda as well as bringing other relevant curricular information on behalf of the faculty in their specific program area.
- Reviewing with Campus Director and other Campus Department Chairs the Master Curriculum Agenda to be used by the Campus Content Area Subcommittees and other appropriate academic policy and standards.
- Advising students on their progress and curriculum concerning their degree program.
- Advising and mentoring faculty on presentation skills, adult learning models, syllabus preparation, grading suggestions, workshop teams, and classroom management.
- Providing ongoing communication to and from faculty on academic and curricular issues relevant to the program area.
- Acting as representative to the Academic Cabinet, responsible by attending Academic Cabinet meetings and providing specific feedback/recommendations from the Campus Academic Council and co-chairing the Campus Academic Council.

Faculty – School of Business – 40 hrs. per week (Graduate and Undergraduate).
 University of Phoenix

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Courses taught include:

Managerial Communication; Managerial Communication and Ethics; Economics for Business I; Economics for Business II; Organization Leadership and Change Management; Management: Theory, Change and Application; Organizational Behavior; Critical Thinking and Decision Making; Global Business Strategies; Quality Management and Productivity; Management 2000; Human Relations and Organizational Behavior; Strategy, formulation and Implementation; Operations Management; Managing Change; Applied Management Science Project; Planning the Organization for the Future; Cases in Decision Making; Human Relations and Organizational Behavior; The Culture of Organizations; The Learning Organization; Contemporary issues in American Business

Academic Research:

1996 to Present – Conducted in-depth research on topics concerning Societal and Cultural Change; Human Development; Organizational Dynamics; Management and Organizational Behavior; Total Quality Management; Consulting Practices; Project Management; Marketing; Accounting and Finance; Quantitative and Qualitative Methods; and Strategic Planning.

Published research on: *Perceptions and Attitudes of Protected Minority Business Owners Regarding the Repeal of Affirmative Action in Contracting Services in Washington State (Initiative 200: 1998 – 2001).*

Professional Affiliations:

- Golden Key Honor Society (APU)
- Sigma Beta Delta Honor Society (Capella)
- Member – National Council, Directors of Disability Determination (2001 to Present)
- Member – Hawaii Corporate Planners Association
- Member – Association of the United States Army (AUSA)
- Member – American Seminar Leaders Association (1998 to Present)
- Commissioner – Lacey Parks and Recreation Board; Lacey, Washington (1997 to August 2000)
- Blacks in Government Conference (Workshops Alaska – 1998 and Washington – 1999, 2003 and 2006)
- Inventory Management, Philosophy, Strategies, Tactics and Tools Workshop (1999)
- Facilitation Techniques (1996)
- Train-the-Trainer (1995)
- Influencing Techniques (1997)
- Group Dynamics (1996, 1997, 1998, 1999, 2000)
- Developed Agency Core Values (1997)
- Member - Facilitator – Agency Steering Committee (1997)

Invited Presentations:

Association of the United States Army (2000)
 National Forest Service – Oregon (1998)
 Region X – Blacks in Government Annual Conference (1998, 1999, 2003, and 2006)
 Washington State Liquor Control Board (1997)
 James W. Davis Masonic Lodge #100 (1999)
 Pride of Washington Masonic Lodge #98 (1999)
 Capella University – Summer Session (1999 and 2000)
 University of Phoenix – Faculty Workshops: Group Dynamics and Diversity (1999-2002)
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