



City Of Corpus Christi

# LEADERSHIP COMMITTEE FOR SENIOR SERVICES

## BOARD DETAILS



OVERVIEW



**SIZE** 15 Seats



**TERM LENGTH** 2 Years



**TERM LIMIT** 6 Years



CONTACT



Lillia De La Garza



(361) 826-3152



[lilliad@cctexas.com](mailto:lilliad@cctexas.com)

The Leadership Committee for Senior Services assists the Senior Community Services (SCS) division staff in the development of comprehensive senior citizens program plans; to advise the SCS division staff of the needs for services according to locally conceived priorities; to review and evaluate SCS operations; to increase recognition of volunteers and public awareness of the division by coordinating and planning special events; and to coordinate and plan fund raising activities to benefit SCS division goals.



DETAILS

### COMPOSITION

Fifteen (15) members representing the following categories: 2 - Senior Center participants, 3 - Direct service agencies, and 10 - Community representatives. Initially, eight (8) members shall be appointed for a term of one-year and seven (7) members shall be appointed for a term of two-years.

### CREATION / AUTHORITY

Chapter 2, Administration, Article IV, Division 15, Code of Ordinances (Ordinance No. 024683, 12/11/01); Ord. No. 028537, 3/30/10.

### MEETS

1st Thursday of every month at 3:30 p.m. at various sites

### TERM DETAILS

Two-year staggered terms.

### DEPARTMENT

Parks and Recreation Department

**Leadership Committee for Senior Services Members**  
**January 19, 2016**

Three (3) vacancies with terms to 2/1/16 and 2/1/17 representing the following categories: 2 - Community Representatives and 1 - Direct Service Agency. *(Since the terms expire on 2/1/16, Staff is recommending a new two-year term ending 2/1/18.) (The Leadership Committee for Senior Services is recommending the new appointments of Yvonne Solis Recio (Community Representative) and Rodney Buckwalter (Community Representative). They are also recommending the postponement of the Direct Service Agency category for further recruitment.)*

Name	Board Name	Status	District	Term	End Date	Category	Position
Araceli Cabral	LEADERSHIP COMMITTEE FOR SENIOR SERVICES	Exceeded the number of absences allowed	District 1	1	02/01/16	Community Rep.	Member
Gloria Gooding	LEADERSHIP COMMITTEE FOR SENIOR SERVICES	Resigned	District 4	1	02/01/17	Direct Service Agency	Member
Adelfa Martinez	LEADERSHIP COMMITTEE FOR SENIOR SERVICES	Resigned	District 3	3	02/01/16	Community Rep.	Member
Anita Woolsey	LEADERSHIP COMMITTEE FOR SENIOR SERVICES	Active	District 5	1	02/01/16	Community Rep.	Member
Esperanza "Hope" Lopez	LEADERSHIP COMMITTEE FOR SENIOR SERVICES	Active	District 3	3	02/01/16	Senior Center	Member
Ida Hobbs	LEADERSHIP COMMITTEE FOR SENIOR SERVICES	Active	District 5	3	02/01/16	Direct Service Agency	Member
Val Salinas	LEADERSHIP COMMITTEE FOR SENIOR SERVICES	Active	District 3	1	02/01/16	Community Rep.	Member
Robert Irwin	LEADERSHIP COMMITTEE FOR SENIOR SERVICES	Active	District 4	2	02/01/17	Community Rep.	Member
Ginger Bryant	LEADERSHIP COMMITTEE FOR SENIOR SERVICES	Active	District 2	1	02/01/17	Senior Center	Member
Denise Villagran	LEADERSHIP COMMITTEE FOR SENIOR SERVICES	Active	District 4	1	02/01/17	Community Rep.	Member
Christina Canales	LEADERSHIP COMMITTEE FOR SENIOR SERVICES	Active	District 2	1	02/01/16	Community Rep.	Member
Maria Elena Flores	LEADERSHIP COMMITTEE FOR SENIOR SERVICES	Active	District 4	2	02/01/17	Community Rep.	Member
Henry Savoy	LEADERSHIP COMMITTEE FOR SENIOR SERVICES	Active	District 4	3	02/01/17	Community Rep.	Member
Theresa Garcia	LEADERSHIP COMMITTEE FOR SENIOR SERVICES	Active	District 5	1	02/01/17	Direct Service Agency	Member
Willie Hardeman, Sr.	LEADERSHIP COMMITTEE FOR SENIOR SERVICES	Active	District 5	3	02/01/17	Community Rep.	Member

**Leadership Committee for Senior Services Applicants**  
**January 19, 2016**

Name	Boards Applying For	District	Employer	Category	Work Address	City	St.	Work Phone
Regina T. Chapa	LEADERSHIP COMMITTEE FOR SENIOR SERVICES	District 2		At-Large				
Rodney Buckwalter	LEADERSHIP COMMITTEE FOR SENIOR SERVICES	District 3	CALIBER PATIENT CARE	At-Large	4417 O'Malley Drive	Corpus Christi	TX	(361)739-9770
Adelfa Martinez	LEADERSHIP COMMITTEE FOR SENIOR SERVICES	District 3		At Large				
Yvonne Solis Recio	LEADERSHIP COMMITTEE FOR SENIOR SERVICES	District 3	TEXAS DEPARTMENT OF AGING AND DISABILITY SERVICES	At-Large or Direct Service Agency	902 Airport Road	Corpus Christi	TX	(361) 844-7603

BIOGRAPHICAL INFORMATION FORM FOR A CITY BOARD,  
COMMISSION OR COMMITTEE FOR THE  
**City Of Corpus Christi**

Submit Date: Oct 23, 2015  
Status: submitted

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## Profile

Prefix	Rodney	Middle Initial	Buckwalter	Suffix
	First Name		Last Name	

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Email Address

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## Which Boards would you like to apply for?

LEADERSHIP COMMITTEE FOR SENIOR SERVICES

Street Address	Suite or Apt
City	State
	Postal Code

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## District 3

What district do you live in?

Please [CLICK HERE](#) for a map to verify your district assignment.

Primary Phone	Alternate Phone
---------------	-----------------

Caliber Patient Care	President
Employer	Job Title

4417 OMalley Drive

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WorkAddress - Street Address and Suite Number

Corpus Christi

---

WorkAddress - City

TX

---

WorkAddress - State

78413

---

WorkAddress - Zip Code

(361)739-9770

Work Phone

rodney.buckwalter@caliber.care

Work E-mail address

Home/Primary Address

Preferred Mailing Address

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## Interests & Experiences

**Do you currently serve on any other City board, commission or committee at this time? If so, please list:**

Not at this time.

## Education, Professional and/or Community Activity (Present)

Current member of Texas State Guard and Corpus Christi Chorale

## Registered Voter?

☒ Yes ☐ No

## Current resident of the city?

☒ Yes ☐ No

25

If yes, how many years?

[Rodney\\_Buckwalter\\_Resume\\_TD\\_080615.doc](#)

Upload a Resume

## Demographics

Completion of this information is VOLUNTARY. The City will use this information for statistical purposes only, such as tracking the diversity of board and commission appointees. By providing this information, you will help us ensure that appointments represent a broad cross-section of the community.

Caucasian/Non-Hispanic

Ethnicity

Male

Gender

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## Verification

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☒ I Agree

### Consent for Release of Information

I understand that if any member of the public makes a request for information included in this application for appointment must be disclosed under the Public Information Act. I also understand that it may not be legally possible to maintain the confidentiality of such information, and I hereby release the City of Corpus Christi, and its agents, employees and officers, from any and all liability whatsoever if the information must be released pursuant to the Public Information Act.

☒ I Agree

### Oath

I swear that all of the statements included in my application are true and correct.

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☒ I Agree

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### Board-specific questions (if applicable)

Question applies to LEADERSHIP COMMITTEE FOR SENIOR SERVICES.

**Per city ordinance, the committee must include representatives from certain categories. Do you qualify for any of the following categories? \***

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☒ None of the Above

# RODNEY BUCKWALTER, PHR

## SUMMARY

Effective **Learning Organization and Talent Development Professional** with solid team leadership ability and diversified experience in organizational development, enterprise learning strategies and project management utilizing Six Sigma methodologies. Results-focused facilitator and problem solver with strong persuasive, communication, and client relationship management skills. Manages resources, timeframes and multiple priorities and creates strategic partnerships to achieve ambitious goals.

## PROFESSIONAL EXPERIENCE

**Caliber Patient Care**, Corpus Christi, TX

**2014 – present**

**Owner**, Corpus Christi Franchise

2014-present

Provide quality Non Emergency Medical Transportation.

- Develop and manage budgets and financial projections.
- Recruit, onboard, train and develop Talent.
- Coordinate and manage transportation logistics.
- Establish and maintain relationships with various clients and organizations.

**FTD**, Centerbrook, CT

**2011 – 2014**

**Director**, Training & Development and Vendor Management

2011-2014

Lead Training and Quality Assurance function for multiple domestic and offshore contact centers.

- Provide Executive Coaching and Organizational Development Consulting across sites.
- Developed, implemented and maintain Leadership Development Program across domestic sites.
- Performed complete revamp of Training programs using ADDIE methodology.
- Developed, implemented and managing Associate Career Path processes.
- Performed Organizational Performance Analysis to identify company skills gaps and coordinate with Executive leadership to develop employee development programs
- Implemented internal CSAT survey process to identify interdepartmental communication gaps and obstacles
- Provides strategy, direction and approval on Vendor Monthly Training and Development Programs.
- Overall responsibility for development and publishing on content in company intranet.
- Developed, implemented and maintain corporate wiki style knowledge management system.
- Implemented Training and Facilitator Assessment Programs
- Successfully completed Six Sigma project reducing errors and inefficiency in New Employee onboarding process.
- Work with domestic site Human Resource Teams on individual employee development issues and overall strategy.
- Developed, Implemented and maintain organization-wide Training Effectiveness Assessment program
- Perform seasonal ROI analysis and reporting on Training and Organizational Development interventions.
- Manage overall Operations of offshore Vendors



- Lead team of Training Managers, Training Specialists and Quality Analysts across multiple domestic sites.

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**RODNEY BUCKWALTER, PHR**


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**PAGE TWO**


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**Town of Killingworth, Killingworth, CT**
**2011 – 2014**
**Deputy Director, Emergency Management**
**2011-2014**

Coordinates and directs the planning, organization, control, and implementation of local emergency management activities.

- Participate in periodic FEMA and CERT Training programs
- Opened Emergency Operations Center (EOC) and Town Red Cross Shelter for multiple events.
  - o August 2011 - Hurricane Irene
  - o October 2011 – Nor-easter Alfred
  - o October 2012 - Hurricane Sandy

**FIRST DATA, Corpus Christi, TX**
**1998 – 2010**
**Director, Global Partnerships and Strategic Sourcing**
**2008 – 2010**

Managed multiple offshore outsourced contact center sites consisting of more than 500 employees supporting 10 distinct financial service products.

- Successfully spearheaded large call center volume migration / ramp to multiple offshore locations managing to exceed key performance metrics in less than 6 months.
- Conducted Six Sigma Initiative for key client reducing average handle times and agent errors resulting in annual savings of approximately \$500K per year.
- Renegotiated terms of service agreements providing financial penalties and rewards to ensure vendor makes necessary upgrades to IT infrastructure to protect customer experience.
- Implemented various performance improvement initiatives resulting in highest quality scores across network for products serviced both offshore and domestic.

**Manager, Quality and Performance Improvement**
**2006 – 2008**

Provided Leadership for staff of 2 Quality Supervisors, 24 Quality Assurance Analysts and 2 Performance Specialists in support of multiple domestic and offshore sites consisting of more than 1500 call center agents.

- Implemented innovative Quality monitoring model across sites which improved QA evaluation alignment with Voice of Customer scores by 40%.
- Developed and facilitated developmental training for Corpus Christi Team Managers modeled on Blanchard's "Whale Done!" Rented the Texas State Aquarium and partnered with Dolphin Trainers to exhibit principles in conjunction with training presented.
- Expanded Voice of Customer Analytics and Performance Improvement methodology to entire enterprise resulting in targeted performance interventions and improvements.
- Developed and rolled out enterprise-wide Quality Dashboard providing standard Performance metrics.

**Manager, Training and Quality**
**2002 – 2006**

Managed team of 4 Professional Trainers, 2 Instructional Systems Developers, 15 Quality Analysts and 1 Performance Specialist in support of 500 agents in large credit card customer service campaign.

- Developed and implemented Voice of Customer Analytics and Improvement model resulting in highest Customer Satisfaction scores in network – earned multiple JD Power and Associates Awards for Customer Service.
- Created and documented large-scale employee morale / recognition initiatives contributing to First Data being recognized as region's "Best Places to Work" and low annual agent attrition of less than 30%.

- Developed and implemented employee satisfaction / feedback surveys with focus on department resulting in method of identifying unseen issues and providing information for setting annual goals.

**RODNEY BUCKWALTER, PHR**

**PAGE THREE**

## **FIRST DATA (Continued)**

### **Staff Development Specialist**

2000 – 2002

Internal HRD consultant partnered with various departments with focus on employee development / engagement, leadership development, HR compliance training, and organizational design and development.

- Facilitated comprehensive leadership development program with more than 50 support staff including: collaboration, soft skills, supervisory skills, negotiations, six sigma, finance, time management and change management contributing to an over increase of agent employee satisfaction scores of more than 10% in one year.
- Developed and implemented succession planning and individual development process increasing employee motivation and commitment and providing senior management with pool of qualified individuals for management positions within the company.
- Performed HR Generalist duties as needed (administered Leaves of Absence, addressed employee issues, managed tuition reimbursement program)
- Partnered with local college to develop articulation agreement providing 3 hours of college credit to graduates of leadership development program.
- Implemented and published company monthly newsletter "What's in Queue?"

### **Operations Supervisor**

1999 – 2000

Managed team of 30 customer service agents for multiple clients in contact center.

- Created team identity and promoted pride in job and company through continual communication and attention to needs of agents.
- Consistently exceeded Key Performance Metrics, including team Quality, Handle time, attrition and employee satisfaction achieving top team rank consistently.

### **Workforce Analyst**

1998 – 1999

Tracked and adjusted call center staffing to incoming call volume in real time.

- Utilized long term and hourly trends to ensure center of approximately 1000 agents in 20 products staffed efficiently.

**DEL MAR COLLEGE**, Corpus Christi, TX

**2003 – 2005**

### **Adjunct Professor**

Part time adjunct professor for Management Department at Community College. Taught following courses: BMGT 1303: Principles of Management, HRPO 2301: Human Resources Management and BMGT 1301: Supervision.

**CITY OF CORPUS CHRISTI**, Corpus Christi, TX

**1993 – 1995**

### **911 Dispatcher**

Received, prioritized and dispatched emergency calls for service for Police, Fire and EMS.

- Developed and implemented first 911 simulation training program resulting in reduced attrition and increased learning curve on PD/FD radio training
- Assisted in development and training of first ever Corpus Christi 911 Dispatcher Academy as a contract employee after resigning to attend college full-time.

**UNITED STATES NAVY, Bremerton, WA     1988 – 1992**

**Air Traffic Controller 3<sup>rd</sup> Class**

Responsible for safe launch, separation and recovery of aircraft through radar close and advisory control.

- Secret Clearance
- Fire Watch and Berthing Rehab Supervisor (managed 50-250 sailors)
- Gulf War Veteran: Received: National Defense Medal, Armed Forces Expeditionary Medal, Sea Service Award, Battle "E" Ribbon. – Honorable Discharge

**RODNEY BUCKWALTER, PHR**

**PAGE FOUR**

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**EDUCATION**

**PhD**, Applied Technology, Performance Improvement – minor: Management,  
University of North Texas, currently ABD.

*Working on Dissertation in Organizational Trust, expected Graduation May 2016*

**MS**, Occupational Training and Development, Texas A&M University, Corpus Christi, TX, 2003

**BA**, Communications, minor: Public Relations, Texas A&M University, Corpus Christi, TX, 1998

*Vice President Lambda Pi Eta Honors Society*

*Founder and Director of Island Productions (weekly Television show)*

**AA**, Journalism, Del Mar College, Corpus Christi, TX, 1996

*President, Student Government Association*

*Managing Editor, Foghorn (school newspaper)*

*Outstanding Student in Journalism Award 1996*

*Del Mar College Hall of Fame Inductee 1996*

**PROFESSIONAL DEVELOPMENT**

Professional in Human Resources Certification (PHR)

Six Sigma Black Belt Candidate

Achieve Global Facilitator Certification

Franklin-Covey Facilitator Master Certification

Coast Guard Auxiliary Boating Safety Instructor Certified

Development Dimensions International (DDI) Facilitator Certification

US Navy Veteran – Secret Clearance, Received honorable discharge

BIOGRAPHICAL INFORMATION FORM FOR A CITY BOARD,  
COMMISSION OR COMMITTEE FOR THE  
**City Of Corpus Christi**

Submit Date: Aug 31, 2015  
Status: submitted

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## Profile

<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
Prefix	Regina First Name	T. Middle Initial	Chapa Last Name	Suffix

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Email Address

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## Which Boards would you like to apply for?

LEADERSHIP COMMITTEE FOR SENIOR SERVICES

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Street Address

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City

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Suite or Apt

<hr/>	<hr/>
State	Postal Code

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## District 2

What district do you live in?

Please [CLICK HERE](#) for a map to verify your district assignment.

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Primary Phone

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Alternate Phone

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Employer

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Job Title

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WorkAddress - Street Address and Suite Number

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WorkAddress - City

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WorkAddress - State

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WorkAddress - Zip Code

Work Phone

Work E-mail address

Preferred Mailing Address

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## Interests & Experiences

**Do you currently serve on any other City board, commission or committee at this time? If so, please list:**

No

## Education, Professional and/or Community Activity (Present)

Volunteer at Zavala Senior Center

## Registered Voter?

☒ Yes ☐ No

## Current resident of the city?

☒ Yes ☐ No

72

If yes, how many years?

Upload a Resume

## Demographics

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Hispanic

Ethnicity

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Female

Gender

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## Verification

### City Code Requirement

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### Oath

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## Board-specific questions (if applicable)

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**Per city ordinance, the committee must include representatives from certain categories. Do you qualify for any of the following categories? \***

---


☒ Senior Center Participant

BIOGRAPHICAL INFORMATION FORM FOR A CITY BOARD,  
COMMISSION OR COMMITTEE FOR THE  
**City Of Corpus Christi**

Submit Date: Aug 21, 2015  
Status: submitted

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## Profile

Prefix	Adelfa	Middle Initial	Martinez	Suffix
				
Email Address				

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## Which Boards would you like to apply for?

LEADERSHIP COMMITTEE FOR SENIOR SERVICES

		
Street Address	Suite or Apt	
		
City	State	Postal Code

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## District 3

What district do you live in?

Please [CLICK HERE](#) for a map to verify your district assignment.

	
Primary Phone	Alternate Phone

Employer	Job Title
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WorkAddress - Street Address and Suite Number

---

WorkAddress - City

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TX

WorkAddress - State

---



WorkAddress - Zip Code

Work Phone

Work E-mail address

Preferred Mailing Address

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## Interests & Experiences

**Do you currently serve on any other City board, commission or committee at this time? If so, please list:**

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## Education, Professional and/or Community Activity (Present)

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FORMERLY SERVED ON THE LEADERSHIP COMMITTEE FOR SENIOR SERVICES ASSOCIATES DEGREE IN NURSING SINCE RETIRED, I'VE HELPED IN SEVERAL POLITICAL RACES. NOW VERY ACTIVE AT BROADMOOR SENIOR CENTER. GRADUATED FROM ROY MILLER, CLASS OF 1966 ATTENDED COLLEGE ACTIVE IN LEAGUE OF WOMEN VOTERS; SUBSTITUTE TEACHING AT VARIOUS SCHOOLS; PTA. MEMBER OF ST. CYRIL METHODIOUS CHURCH, CHOIR MEMBER, JAIL MINISTRY SECRETARY AND MINISTRY AT NUECES COUNTY JAIL, VOLUNTEER AT WINDSOR PARK AND NURSING CENTER.

## Registered Voter?

---

☐ Yes ☐ No

## Current resident of the city?

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☒ Yes ☐ No

69

If yes, how many years?

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Upload a Resume

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Please upload any additional supporting documents

---

## Demographics

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Hispanic

Ethnicity

Female

Gender

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### Oath

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I swear that all of the statements included in my application are true and correct.

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### Board-specific questions (if applicable)

Question applies to LEADERSHIP COMMITTEE FOR SENIOR SERVICES.

**Per city ordinance, the committee must include representatives from certain categories. Do you qualify for any of the following categories? \***

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☒ Senior Center Participant

BIOGRAPHICAL INFORMATION FORM FOR A CITY BOARD,  
COMMISSION OR COMMITTEE FOR THE  
**City Of Corpus Christi**

Submit Date: Feb 06, 2015  
Status: submitted

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**Profile**

<u>                    </u>	<u>Yvonne</u>	<u>Solis</u>	<u>Recio</u>	<u>                    </u>
Prefix	First Name	Middle Initial	Last Name	Suffix
<u>[REDACTED]</u>				
Email Address				

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**Which Boards would you like to apply for?**

LEADERSHIP COMMITTEE FOR SENIOR SERVICES

<u>[REDACTED]</u>	<u>[REDACTED]</u>
Street Address	Suite or Apt
<u>[REDACTED]</u>	<u>[REDACTED]</u>
City	State Postal Code

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**District 3**

What district do you live in?

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<u>[REDACTED]</u>	<u>[REDACTED]</u>
Primary Phone	Alternate Phone
TEXAS DEPARTMENT OF AGING AND DISABILITY SERVICES	FOSTER GRANDPARENT COORDINATOR
Employer	Job Title

902 AIRPORT ROAD  
WorkAddress - Street Address and Suite Number

CORPUS CHRISTI  
WorkAddress - City

TX  
WorkAddress - State

78405

WorkAddress - Zip Code

361-844-7603

Work Phone

Work E-mail address

Home/Primary Address

Preferred Mailing Address

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## Interests & Experiences

Do you currently serve on any other City board, commission or committee at this time? If so, please list:

NO

## Education, Professional and/or Community Activity (Present)

PROUD GRADUATE OF THE LAST CLASS OF CORPUS CHRISTI STATE UNIVERSITY IN DECEMBER OF 1989 WITH A BACHELORS DEGREE IN PSYCHOLOGY. I HAVE WORKED FOR THE STATE OF TEXAS FOR THE PAST 20 YEARS AS A CASE MANAGER IN THE TEXAS WORKS DIVISION AND THE COMMUNITY CARE FOR THE AGED AND DISABLED PROGRAMS. I AM CURRENTLY THE COORDINATOR FOR THE FOSTER GRANDPARENT PROGRAM IN CORPUS CHRISTI. I AM VERY ACTIVE WITH MY PARISH OF HOLY FAMILY IN VARIOUS MINISTRIES.

## Registered Voter?

☒ Yes ☐ No

## Current resident of the city?

☒ Yes ☐ No

47

If yes, how many years?

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☒ I Agree

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**Board-specific questions (if applicable)**

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☒ Direct Service Agency