



CLERK OF THE BOARD DIVISION  
OF THE BOARD OF SUPERVISORS' OFFICE

## COUNTY OF HUMBOLDT

825 FIFTH STREET  
EUREKA, CALIF. 95501-1153

PHONE (707) 476-2384; 445-7299 (FAX)

### APPLICATION TO SERVE ON THE HUMBOLDT COUNTY

### MCKINLEYVILLE MUNICIPAL ADVISORY COMMITTEE (MMAC)

APPLICANT NAME: M. Lisa Dugan \_\_\_\_\_

MAILING ADDRESS: \_\_\_\_\_, McKinleyville, Ca 95519

TELEPHONE: Home: \_\_\_\_\_ Work: N/A Fax: N/A

E-MAIL ADDRESS: knockatureen@gmail.com

OCCUPATION: Retiring from public service at Humboldt County as of 9/11/2020, owner of a local small business

#### PERSONAL REFERENCES:

(1) John Calkins PHONE: \_\_\_\_\_

(2) Mary Burke PHONE: \_\_\_\_\_

PRIOR ADVISORY BOARD OR BOARD OF DIRECTORS EXPERIENCE? \_\_\_\_\_ NO X \_\_\_\_\_ YES

PLEASE WRITE A BRIEF STATEMENT DESCRIBING WHY YOU'RE INTERESTED IN SERVING ON THE **McKinleyville Municipal Advisory Committee (MMAC)**.

I am retiring from public service and still have a desire to serve my community. I would come to the MMAC with the following skillsets as developed in my job history:

1. Leadership
2. Collaboration
3. Education on the proper functioning of a Board
4. A curious and open perspective and a willingness to listen
5. A care and concern for taking part in building a healthy vibrant community
6. Big picture, creative thinking

PLEASE ATTACH A CURRENT RESUME.

DATE: August 27, 2020

8/27/2020

SIGNATURE: \_\_\_\_\_

I declare under penalty of perjury under the laws of the State of California that the above is true and correct

**SUBMIT THIS APPLICATION TO:**

HUMBOLDT COUNTY BOARD OF SUPERVISORS, Clerk of the Board, 825 Fifth Street, Suite 111,  
Eureka, CA 95501-1153.

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DATE TO SUPERVISOR \_\_\_\_\_ DATE APPROVED \_\_\_\_\_ NOT APPROVED \_\_\_\_\_

## Personal Statement

I seek opportunities that will use my skills and give voice to all members of the community in creating a strong and vibrant place to live and work.

## Business Experience

Humboldt Grain Girls

August 2020- present

**Owner**

Responsible for all aspects of a small local business making healthy sprouted flour with the intention of creating a platform to create jobs and support for those challenged by their circumstances such as transition age foster youth, formerly incarcerated individuals, etc.

North Coast Regional Child Support Services, Eureka, Ca

June 2014 to 9/11/2020

**Director**

Direct day-to-day operations and budget oversight with focus on teambuilding, employee engagement, succession planning, change management, and performance-based government leadership. HCDCCS is one of the top performing child support agencies in the State. Awarded the Debbie Frahm Leadership Award 2017 from State DCSS for innovation and leadership. Department won numerous awards and recognitions on both state and national levels during my tenure.

Humboldt County Child Support Services (HCDCCS), Eureka, Ca

June 2007 to June 2014

**Assistant Director**

Direct day-to-day operations and budget oversight with focus on teambuilding, employee engagement, succession planning, change management, and performance-based government leadership. HCDCCS is one of the top performing child support agencies in the State.

County of Humboldt Training Task Force

**Trainer/Task Force Member**

January 2011 to 2014

Serve as trainer and member of Humboldt County Training Task Force whose mission is to provide leadership and supervisory skills to supervisors and managers in local government.

Del Norte County Child Support Services, Crescent City, Ca

2001 to 2007

**Director**

Responsible for department functions including development and oversight of \$3.2 million annual operating budget, operational planning, and staffing with emphasis on improving customer service and federal performance measures. Reported to the Board of Supervisors; worked closely with CAO, courts, local department heads and staff to effectively achieve Department's mission.

- Awarded "Most Improved Small County", November 2004 for largest increase in percentage of current child support collections
- Spearheaded departmental reorganization
- Improved Department performance significantly on all measures of Federal Performance, increasing ranking from 32<sup>nd</sup> to 12<sup>th</sup> among all California counties.
- Implemented strategic planning and teambuilding for improved customer service, department morale, and performance

Humboldt County Child Support Services, Eureka, Ca.

1998 to 2001

**Legal Office Services Manager**

Responsible for performance of five separate teams (clerical, legal, reception, document processing, and court clerks) with emphasis on process streamlining. Collaborated with other supervisors, court managers, and other agencies to insure efficient work flow of legal processes and optimal use of resources.

- Member of business process redesign committee for computer conversion

- Developed new work teams to consolidate tasks and streamline processes
- Developed and implemented employee recognition program
- Liaison with court commissioner and court operations manager to increase court responsiveness, reduce workflow problems, and improve department relations
- Awarded Employee of the Quarter, Fall 2000
- Coordinated all department personnel functions with County Personnel Department

Humboldt County Child Support Services, Eureka, Ca.

1995 to 1998

***Family Support Officer I/II***

Responsible for caseload of approximately 800 cases, analyzing case for appropriate enforcement legal actions; utilized a variety of locate tools to locate obligors; interpreted and applied federal and state regulations in regard to child support actions; worked closely with financial and legal staff to insure accuracy and integrity of accounting and legal procedures.

- Assignment as trainer in conversion to new child support database
- Assigned special projects and resolving complex and/or sensitive cases

### **Education & Training**

Community Mediator Training, Humboldt Mediation Services (HMS), Eureka, Ca.

2012

Communication and Conflict Management, HMS

2012

Weldon Cooper Center for Public Service Leadership, University of Virginia  
*LEAD Public Service Certificate*

2011

University of Phoenix, Phoenix, Az.

2006

*B.S., Business Management*

GPA: 3.79,

College of the Redwoods, Eureka, Ca.

2001

*A.A., Social Science*

College of the Redwoods, Eureka, Ca

2001

*A.A., Natural Science/Math*

Humboldt State University, Arcata, Ca.

1986

*Undergraduate Work*

### **Volunteer Experience**

Secretary and Member of Board Executive Team, Child Support Directors Assn (CSDA)

2019-2020

Board Member, CSDA

2018-2020

Chair and Co-Chair, CSDA Leadership Institute

2015 to 2020

Educator, CSDA Leadership Institute

2013-2020

Board Member, Humboldt Mediation Services, Eureka

2013 to present

Mediator, Humboldt Mediation Services, Eureka

2012 to present

Early Literacy Volunteer, United Way/Humboldt Office of Education

2013 to present

Member, CSDA Annual Conference Committee

2011

TedxEureka, Volunteer

2011

### **References**

John Calkins  
Aaron Ostrom  
Mary Burke

