

JACQUELINE L RESZETAR M.S., R.E.H.S.

November 29, 2018

Dear Ms. Bartosz:

I'd love an opportunity to become the new Director for the Nevada Department of Agriculture. This is certainly a dynamic opportunity for career advance. As the former Director of Environmental Health (EH), for the Southern Nevada Health District (SNHD), Las Vegas, Nevada, my critical responsibilities provide leadership to all levels of staff and the community. I managed 100% completion of over 20,000 state-mandated food service inspections, 4,500 pool inspections, and supported federal/state and local requirements to conduct over 3,500 waste audit inspections across Southern Nevada.

Achieving state mandates required development of flexible/tailored strategic goals, objectives, division policies, and strict management of a \$19- 22.0 million dollar "fluctuating" operational budget; supporting 160 full-time employees, 2 million residents and over 40 million tourists.

One of the most **challenging opportunities** serving as the Director of EH for SNHD was to develop trust and effective communication with community business owners, the Board of Health, and staff; changing the regulatory compliance philosophy by enhancing opportunities for teaching, coaching and mentoring. Support from all levels of staff, and community leaders enabled the division to plow through many obstacles. The change produced long-term trust and support from the community and improved Board of Health (BOH) engagement with staff, community leaders, and business owners. Most importantly, staff was truly empowered to become better teachers, coaches, and mentors; supporting and protecting public health/environmental health to the highest standards

The most **rewarding** and **dynamic leadership experience** because of improved community relationships is the April 2018 BOH approval of the Aquatic Health Code, adopted from the CDC Model Aquatic Health Code. This project began in spring of 2015; requiring consistent interaction with all levels of staff and community leaders within Southern Nevada.

My experience working for SNHD and serving 22 years in The United States Army as an Environmental Science Officer is key leverage for the Nevada Department of Agriculture further enhance all strategic plans, objectives, and policies; greatly supporting local, state, and federal EH/Public Health essential and core functions.

Looking forward to discussing my experiences with your executive team.

Sincerely,

Jacqueline L. Reszetar

Jacqueline L. Reszetar, M.S., R.E.H.S.

JACQUELINE RESZETAR, MS, REHS

Email [REDACTED]

DIRECTOR – THE NEVADA DEPARTMENT OF AGRICULTURE

*Visionary Leadership * Strategic Planning * Community and Staff Engagement* Regulation and Policy Development*

Accomplished Environmental Public Health Executive with proven collaborative experience developing community and staff relations to achieve regulatory compliance and assuring clarity of how to protect public health. Keen ability to tailor strategic and operational requirements meeting Federal, State, and local requirements; enhancing the mission needs, visions and goals of the Community, Elected Officials and Health Department Leaders. *Serves as Region 2 Vice-President for The National Environmental Health Association (NEHA). Registered Environmental Health Sanitarian (REHS) Nevada State Issued-#442*

CORE COMPETENCIES

Strong Work Ethic

Communication

Innovative Problem-Solving Skills

Flexibility/Adaptability

Regulation and Policy Development

Organizational Restructuring

Joint Labor Management

NIMS/ICS Leadership

Employee Health and Safety

Team Building and Staff Development

PROFESSIONAL EXPERIENCE

SOUTHERN NEVADA HEALTH DISTRICT, LAS VEGAS, NV

Director of Environmental Health 01/2014 to 05/2018

Provide executive leadership to manage and forecast a fluctuating \$19 million budget to adequately support 160 Environmental Health Staff in protecting public health and preventing potential imminent health threats impacting over two million residents and forty million visitors working and living in Las Vegas/ Southern Nevada - Clark County.

Lead operations and strategic direction of the Environmental Health Division based on the needs of the community and guidance from the Chief Health Officer and Board of Health. Liaison with Federal, State, and local regulatory officials on EH guidelines, policies, statewide foodborne outbreaks, FDA recalls, Tularemia, Kratom, Naturally Occurring Asbestos (NOA), Legionella, Lead, supported Nevada Department of Environmental Protection (NDEP) with sub-division plan review and approval of water lines, commercial sewer systems, septic systems, nitrate removal systems, and Clark County well analysis and monitoring. Managed 20,000 stated mandated food safety inspections and over 4,500 aquatic health inspections. Managed fee structure and permitting. Planned and supported facility relocation; implementing dynamic transformational/organizational change.

Key Achievements:

- Revised Standby and On-Call policies and procedures reducing overtime cost of \$260,000 in FY-2015 to \$15,000 in FY-2018.
- Received Board of Health approval of 2018 Aquatic Health Regulations – adopted from (CDC's) Model Aquatic Health Code;(MACH)- First revision of Aquatic Health Regulations since 1990. Supported Clark County's "first-ever" community Zika crisis through rapid response coordination of SNHD's Vector Surveillance Team. Zero media and community complaints.
- Implemented a Food Operations evening shift to enhance food safety surveillance over a 24-hour period and reduce the cost of overtime.
- Developed a business impact statement to implement changes to the food safety card testing program. An essential critical business needs to reduce ongoing cheating within the Southern Nevada jurisdiction. Return on investment estimate: 2 Million by June 2019.
- Rallied community and staff support to implement Dog's on Patio's food plan review waivers; a cultural milestone for community and staff.
- Coordinated all community workshops and leadership meetings to complete Aquatic Health Code Regulations, Quarterly Food Safety Partnership Meetings, Solid Waste Audit Workshops, Food Plan Review / Industry Partnerships Meetings, Ebola and Zika Community Meetings/ Emergency Response Preparedness*Illegal Dumping Penalty Hearings.

- Provided technical assistance to Community Health and Clinical Service Divisions to prepare Community Health Assessments and Community Health Improvement Plans – reference mental health, opioids, childhood obesity, homeless, aging, tobacco use, identify critical health disparities, maternal childcare, STI, and TB.
- Prepared 100% of required EH Accreditation Domain documents in preparation of 2019 Accreditation approval.

KENNER ARMY HEALTH CLINIC, FORT LEE, VA

Chief Environmental Health 04/2011 to 08/2013

Managed five multi-location Department of Defense (DOD) installations; providing day-to-day strategic management and technical advice on all aspects of Environmental Health and Safety (EH&S) per federal, state and local regulations - applicable but not limited to OSHA/EPA/DOT/CAA/CWA, and FDA food safety. Ft. Lee is the third largest training post throughout the United States Army with a population of over 21,000. Environmental compliance instructor for all incoming service member.

Key Achievements:

- Conducted all clinical solid waste and drug compliance audits in preparation of Joint Commission Hospital Accreditation evaluations receiving 100% compliance.
- Led key leaders to prepare policies and proper management of regulated medical waste and hazardous waste per U.S. DOT CFR 49 requirements; overseeing disposal, transportation, proper preparation of SDS manifest and tracking.

ARMY PUBLIC HEALTH CENTER, ABERDEEN PROVING GROUNDS, MD

Environmental Health Risk Assessment Project Manager 06/2008 to 04/2010

Lead project manager to edit risk assessment and risk communication policies and guidelines for the Department of the Army's Occupational Health (OH) programs and services. Trained over 200 Department of the Army civilians and Soldiers to perform and conduct risk assessments and risk reduction procedures; minimizing health risk as a local and global initiative. Developed doctrinal risk management strategies for improving and sustaining health throughout the Army, and joint military medical operations. Created innovated, comprehensive health surveillance audit requirements for Occupational and Environmental Health (OEH). Defined and analyzed military-unique OEH standards, criteria, and guidelines tailoring military health risk and force health preparedness, protection, sustainment and recovery interventions.

UNITED STATES ARMY HEALTHCARE RECRUITING, ANN ARBOR, MI

Healthcare Recruiter 05/2005 to 06/2008

Responsible for recruiting General Surgeons, Family Practice Physicians and Environmental Health candidates working in Detroit MI.

JOINT CULINARY TRAINING CENTER, FORT LEE, VA

Food Safety Liaison 06/2003 to 05/2005

Lead consultant providing strategic networking with The U.S. Army Medical Command, U.S. Army Public Health Command and Office of the Surgeon General to develop new food safety risk assessment concepts, adopting the FDA Food Code, and other applicable policies and training strategies. Provided over 200 food safety classes to serving over 1000 DOD civilian and Army Officers. Developed sanitation and hygiene compliance course for new Army officers.

30TH MEDICAL BRIGADE, HEIDELBERG, GERMANY

Detachment Commander -133rd Medical Detachment 06/1999 to 06/2003

Led and trained a specialized environmental health team, of 11 Soldiers, executing health and safety compliance audits during deployments to Kosovo and Mauritania, Africa. Liaison with senior leadership from U.S. Army Public Health Command and Department of Defense (DOD). Led the first depleted uranium study and monitoring procedures to initiate development of deployment risk assessment exposure guidelines. Developed environmental management action plans to perform water quality analysis, air sampling and soil monitoring. Received honorable recognition, from senior staff, as leader of the best specialized environmental health team - 2003.

EDUCATION

MASTER OF SCIENCE: ENVIRONMENTAL MANAGEMENT

University of Maryland University College, Hyattsville, Maryland

BACHELOR OF SCIENCE: BIOLOGY

Iowa Wesleyan University, Mount Pleasant, IA

Supplemental Questions

1. Describe your experience in the food and agriculture industry (livestock, crops, pests, food manufacturing, etc.).

From 1988-1990 while an undergrad, I worked for Cargill as a detasseling manager. Removing 99% of all tassels from assigned corn rows consumed my summer vacation. The science of pulling tassels and technology to produce specialized livestock feed formulas must pass USDA standards. Detasseling is a timely task to prevent cross-pollination which results in a lesser quality hybrid seed

My experiences in dealing with the food and agriculture industry began as a line worker for Tyson Foods. Responsibilities included deboning boiled chicken wing meat; ensuring overall Quality Assurance regarding sanitation and food safety from the time all wings are deboned and onto the next processing steps required for final manufacturing and packaging. Working in this manufacturing environment provided insight into many USDA regulatory compliance standards and farm to fork Quality Assurance measures. I observed USDA and plant officials work together to improve and sustain facility compliance.

While serving as an Active Duty Environmental Science Officer often our environmental health teams assisted USDA, State, and local officials to condemn meats and other food products. For example, while deployed I supported a specialized civil service team, equipped with USDA technicians, inspect a cattle slaughterhouse. The plan entailed assisting local nationals to continue using the facility. Unfortunately, the deplorable, unsanitary conditions of the slaughter operation required a formal cease of operations.

Serving as the Director of Environmental Health (EH) for the Southern Nevada Health District (SNHD) supported many USDA food safety inspection initiatives including the Summer Food Service Program, the Cottage Foods Industry/Farmers Markets, unpasteurized dairy milk produced in Southern Nevada, and the on-going concern of unpasteurized goat milk sales. SNHD inspection staff supported third-party inspections of local meat packing plants. In early 2018, the Kratom issues in Las Vegas allowed us to partner with USDA and FDA to determine the sources of Kratom.

2. Describe your experience in regulating food and agriculture.

Responsibilities as the Director of EH required daily service and support to over **two million residents** and **forty million visitors** with only 160 employees. 140 staff are Registered Environmental Health Specialist (REHS'), fifteen staff provide administrative support, and five team members hold additional licensures as Physical Engineers (P.E).

The Retail Food Program has 56 REHS' responsible for conducting over 20,000 licensed food establishments. Per Nevada State mandate, food establishments must be inspected at least once per year; making inspectors accountable for conducting 350-500 inspections per year, not including the extra time and effort to schedule routine follow-ups, re-inspections, and managerial conferences. The main challenges included balancing an increase of new business with a minimum amount of staff.

The Cottage Food Bill (SB 206) placed added responsibility on SNHD staff to inspect Cottage Food Markets. Cottage Food Markets and in-home canning registration is a joint agricultural and health district initiative.

Further support of food regulation is the first draft of the SNHD's Model FDA Food Code. The draft will soon be reviewed by Nevada State Health Officials.

The key to successful regulations of food and agriculture requires strong community relationships; building trust, communication and support among all parties equals success.

3. Describe your experience in applying policy.

Applying food/agriculture policy and regulatory compliance is much like operating a manual transmission. The process requires much patience and finesse. Regulators must teach, coach and mentor stakeholders, policy makers, industry leaders and business owners on all policies and regulations to achieve ultimate compliance and understanding. Over regulating and refusal to work with all citizens is much like letting out on a manual clutch too quickly – killing the engine. The balance must be smooth and subtle to prevent killing the attention of the citizens. Once overregulating or the gotcha mentality is perceived and trust is lost, the road is long and hard to regain a level playing field.

4. Describe your experience in public administration.

As the Director of EH several areas of concern to implement new state and local policies. The most critical State and local concern is preventing lawmakers from allowing Fish Pedicures as a luxury spa option. The business aspect and "fan fair" is screaming for support but the State and local Health Authorities are stressing the public health issues relating to fish pedicures. Another public administrative matter is to initiate a two-year inspection mandate for all food establishments. My role in public administration is to enhance, defend and, or change laws impacting food/agriculture policies and regulations; ensuring overall public health and safety for the State of Nevada and local jurisdictions.

5. Describe your experience in accounting and/or fiscal management.

Upon arrival, January 2014, SNHD's entire fiscal management profile reflected potential bankruptcy. The EH budget was nearing 1.5 million in the red. The District receives nearly 64 million in 8010 property tax dollars from Clark County, and grant dollars from several federal, and state agencies to support Community Health and Clinical Services. EH gets between 19 and 21 million of 8010 tax dollars plus approximately 24 million in revenue generated from non-compliance fines, and business permit fees. EH, grant opportunities are nil; however, EH managed to obtain all three retail food operation grants offered by FDA and AFDO.

As a new employee, I didn't gain an accurate understanding of the fiscal condition of the other divisions, but the new Chief Health Officer, Director of Administration, Community Health, Clinical Services, and I discussed many strategies to remedy an immediate fix, with focus on long-term reduction of divisional spending.

Two critical management strategies to reduce EH include 1) strict management of overtime and 2) revised fee increase; the most recent EH Board-approved fee increase event occurred in 2010. Other strategies included potential layoffs in Clinical Services and Community Health, and options to convert EH into an enterprise fund.

Information regarding the new management's, district-wide, fiscal, strategic plan spread like wildfire. Nevertheless, the district moral imploded, community business owners panicked, and union members turned against the new management, sparking several grievances.

By mid-2015, EH managers and supervisors accepted the challenge to revise the EH Standby/On-Call policy and procedures, eliminating duty rosters assigning EHS I's and II's to manage late-night kitchen fires, sewer overflow, power outages, and other EH matters routinely handled during regular business hours. The policy and procedures now require the three EH managers and Director to staff rotating weekend On-Call duty to provide appropriate telephonic EH guidance, perform site visits if necessary, and assign the proper program to follow up the next business day. Weekday after-hour calls default to SNHD's answering service, whereby assigned admin monitor and forward issues to the appropriate EH program; immediate response is a priority.

EH programs managers coordinated workshops and meetings to prepare the community for change. The following twelve challenged mental and emotional fitness as staff and union members raised a ruckus, spewing negativity that EH and SNHD neglected public health by not providing appropriate after-hours and weekend standby response.

Presently, the community accepted change and functions very well in managing EH situations; eliminating crisis mode management and costly immediate response expectations of EH staff. Thankfully, the change has improved communication and trust between EH and business owners. As of April 2018, the results of adequately managing overtime reduced annual overtime cost from 260k in 2014 to 11k in 2018.

6. Describe your experience in business administration. While serving as the Director of EH for SNHD some of the most significant business administration roles include:

1. Staff discipline matters with Human Resources and SEIU
2. Assist Human Resources facilitate changes to the Personnel Code
3. Planning of all logistical needs to move 100 staff to the new facility located on Decatur Blvd and the remain 80 staff to the City Building on Rancho.
 - building out office spaces
 - Handicap Accommodations
 - IT support including establishing Acela inspection tablets for all EH staff.
 - Implement records management policies.
 - File management and support to move EH files to respective locations
4. Forecast and establish budgetary requirements and new fee schedules
5. Establish Strategic plans and operational goals, internally and externally.
6. Stream line business operations with janitorial support
7. Establish facility safety and security and employee safety and security.
8. Contract management

9. Address legal matters with general counsel.

10. Management of Public Information business matters.

7. Describe your leadership philosophy.

Over the past 26 years working as a public servant my leadership views and techniques has certainly changed. I'm a "CAN -DO" leader as there is always a way to solve a problem. I love empowering staff to carry out duties and responsibilities. I've had the glory of receiving awards and accolades therefore empowering staff to make decisions and utilize "outside of the box" thinking certainly prepares staff for accolades, awards and future leadership roles. Mistakes will happen; however, we all make mistakes. The best way to recover from mistakes is by scheduling a after action group summary. I'm not a micro manager but establish firm expectations to meet all required deadlines. I encourage questions and will gladly provide support when needed.

Also, I really enjoy working with millennials. I've learned that their ways work if you allow them to handle projects with minimal oversight.

8. Describe your supervisory background.

Serving as an officer in the military provided many leaders opportunities. One of the most rewarding and challenging roles involved selection as Commander of the 133rd Medical Detachment a rapid deployment unit. This unit is comprised of 12 specialized EH staff trained to deploy and protect public health in austere environments.

The most critical supervisory experience occurred as the Director of EH for the SNHD supervising 160 employees. 140 staff are Registered Environmental Health Specialist (REHS'), fifteen staff provide administrative support, and five team members hold additional licensures as Physical Engineers (P.E).

Military leadership is much different than civilian leaderships styles. As the Director of EH for the SNHD I've develop more patience and better listening skills.

To be considered, submit a cover letter, resume, the names, phone numbers and email addresses of five professional references, and responses to all the supplemental questions provided above to: Executive Assistant Alora Bartosz a.bartosz@agri.nv.gov

Jacqueline L. Reszetar

References:

- 1. Marilyn Kirkpatrick**
Commissioner
Board of Commissioners
[REDACTED]
Las Vegas, NV
[REDACTED]

Relationship
Board of Health Chairwoman
Southern Nevada Health District from
September 2016-May 1, 2015
Networking Contact: 2016-Present
- 2. Dr. Cassius Lockett**
Director of Public Health Policy & Planning
San Mateo County
[REDACTED]
San Mateo, CA 94403
[REDACTED]

Relationship
Division Colleague at Southern Nevada Health
District from September 2015-December 2016
Networking Contact: 2015-Present
- 3. Doug Dobyne**
Corporate Comptroller Grand Canyon
Tours/Vice Chairman Southern Nevada Health
District Board of Health
[REDACTED]
Las Vegas, NV 89107
[REDACTED]

Relationship
Mentor/ Colleague/Former Board of Health
Member
September 2014-Present
- 4. Andy Glass**
Director of Administration, Southern Nevada
Health District
[REDACTED]
Las Vegas, NV 89103
[REDACTED]

Relationship
Division Colleague
Southern Nevada Health District
January 2014 – Present
- 5. Janice Ridondo**
Liaison to Commissioner Marilyn Kirk Patrick
[REDACTED]

Relationship
Jurisdiction Colleague –
Supported EH and CH needs
January 2014 – Present
[REDACTED]

