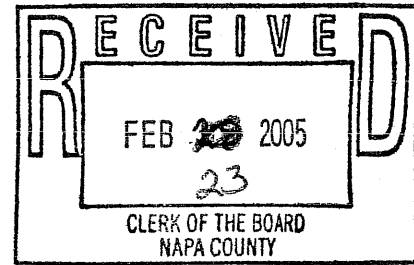


WORKFORCE INVESTMENT BOARD

Return To: County Executive Office
1195 Third Street, Room 310
Napa, Ca 94559-3082



PLEASE PRINT OR TYPE (Please complete all three pages)

1. Full name: Mary Ann Mancuso
2. Supervisorial District in which you reside: 2
3. a. Current occupation (within last 12 months): Branch Manager
Westaff Inc., USA, a Worldwide Staffing Company
b. Business interests in last 12 months: Employment/Staffing

4. Current License (Professional or Occupational); Date of issue and/or expiration:

I have a Real Estate License, however I am not currently active in Real Estate Sales.

Status: License is active

5. Education/Experience: A resume may be attached containing this and any other information that would be helpful to the Board in evaluating your application.

Over twenty-six years as an Employment Professional in Temp Staffing, Executive Search, Technology Staffing Solutions, and Human Resources. My career started as a recruiter and I have held positions including: Branch Manager, Vice President of Staffing Solutions, Vice President of Operations, Senior Human Resources Manager, and Owner/President of my own business for 9 years. See resume for additional information.

6. Community participation (nature of activity and community location):

Over twenty years of Community Participation.

Currently:

Napa Emergency Women's Services – Board of Directors – Personnel Committee
Currently involved with hiring committee to locate a new Executive Director.
Democrats of Napa Valley Club – President
Napa County Democratic Central Committee – Committee Member

Past Activities:

San Francisco Bay Bird Observatory – Board Member – Milpitas
Women's Self Help Services – Board Member – St. Louis, MO
Lafayette Square Restoration Committee – Board Member – St. Louis, MO
St. Louis Community Information Network Neighborhood – Steering Committee
Missouri Association of Personnel Consultants – President – St. Louis, MO

7. Other County Boards/Commissions/Committees on which you serve/have served:

N/A

8. Names, addresses and phone numbers of three individuals familiar with your background:

Diane Dillon,

Laurie Puzo,

Brad Wagenknecht, 1195 Third Street, Suite 310, Napa CA, 94559, 707-253-4386

9. Name of spouse and occupation of spouse within last 12 months, if married (for Conflict of Interest purposes):

N/A

10. Please explain your reasons for wishing to serve and, in your opinion, how you feel you could contribute:

With twenty-six years of experience in the employment/staffing field, I have a great deal of passion for all job related issues. I have also used my knowledge working with non-profits, high schools, and inner city neighborhoods. My contribution would be unlimited as I can offer expertise to job seekers and hiring employers. I also bring ideas from other community service programs related to job connection.

11. Indicate the category of membership for which you are applying.

X Private Sector Business _____ Economic Development _____ One –Stop Partner

Mary Ann Mancuso

417-1-1111

SUMMARY

Highly motivated, energetic Staffing Professional with twenty plus years of Recruiting, Business Development, and fifteen years of Management.

WORK HISTORY

8/03 – Present Westaff – Branch Manager

Manages all facets of a branch office including operations and finance, while providing the highest quality recruiting, sales, and customer service. Ensures that processes are efficiently followed to include recordkeeping and compliance with company policies and legal requirements. Develops and leads a team by example.

9/02 – 8/03 Beaulieu Vineyard – Tasting Room Representative/Events Manager

Tour Guide, Wine Club sales, retail sales, tasting room. Created events position, selling and coordinating new events.

11/01-8/02 G2 Sciences/Global 2, Inc. - Vice President of Operations (Company Closed)

G2 was a start-up staffing company where I was hired to manage staff, generate sales, recruit, and set up process and procedures. Other duties included creating contracts, implementing and administrating benefits, federal and state compliance, recruiting additional staff, as well providing tools for the staff to efficiently accomplish their work. Coordinated H1-B visa process for new employees coming from several different countries, and handled their complete relocation. Operations included facilities management, overseeing network administration, purchasing, and coordinating a move.

4/01-6/01 Endymion Systems, Inc. - Vice President of Staffing Solutions (Division Closed)

Hired to Start-up Staffing division for established Technology Consulting Firm. Responsible for direct sales, assembling a team, and creating processes for this new division. Managed a staff of five recruiters and account managers. ESI decided to change direction and abandoned the staffing practice.

4/00 - 4/01 Consumer Health Interactive – Senior HR Manager

Consumer Health Interactive is a start-up company building e-health portals. Started out as a Contract Recruiter, and then accepted a permanent position. Evaluated over 400 candidates, conducted approximately 50 interviews, and hired 19 people. Strategic partner to management team regarding staff issues. Part of Senior Management team, frequently interacting with VC's, and involved in business planning.

Created recruiting and hiring process, including the screening of candidates, reference checking, follow-up with hiring manager and candidate after interviews, work with hiring manager to determine salary, bonus, stock, and negotiate counter offers. Created new hire process, employee

handbook, and evaluated and restructured benefits. Evaluated and purchased a resume tracking system. Hired, and supervised the Office Manager and Staffing Manager.

1/00 - 4/00 Encirq.com - Contract Recruiter

Involved in the development of an in house recruiting process, providing the hiring managers with a more productive and efficient method of securing new employees. Researched and located a resume tracking system, reduced the use of outside recruiters, and created a process for submittals, feedback, and interviewing of candidates. Recruiting for 8 managers and 20 jobs requisitions simultaneously, consistently filling one job per week. Recruiting not limited to Technical candidates, also recruiting for Marketing, Administrative, and Executive level positions.

5/99 - 1/00 Cotelligent Professional Services - Branch Manager

Hands on manager, supervised all staff in the San Francisco Branch of Cotelligent Professional Services including Recruiters, Account Managers, and Administrative Staff. Responsible for the branch sales and recruiting productivity. Coordinate and provide training for the Branch and Region and daily coaching of staff to maximize productivity. Final approval on contracts, hires, terminations, payroll issues, and purchasing. Responsible for goal setting, evaluations, and budget planning.

11/89 - 1/99 The Resource Team, Inc. - President/Owner

Hands on manager, responsible for recruiting and business development, and for staff including: Recruiters, Account Managers and Administrative Staff. Provided training for the Branch and daily coaching of staff to maximize productivity. Created sales incentive programs, and provided the tools to develop a successful team. Handled all day-to-day operations, including contracts, purchasing, and finance. The Resource Team, Inc. began as a clerical/administrative staffing company, then expanded to Temp Staffing, and IT Recruiting.

1/88 - 11/89 J. E. Wottowa & Associates - Division Manager

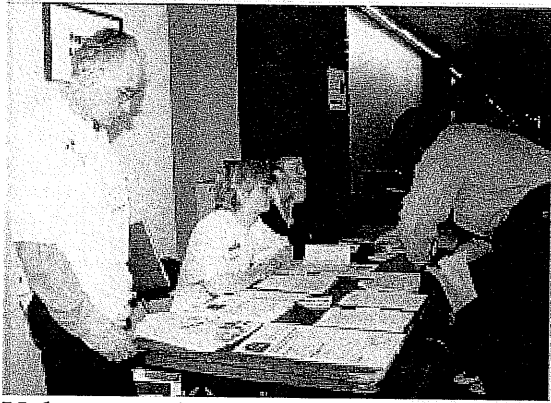
Hired to start an Administrative Recruiting division of the company. Hands on management hiring and training recruiters, recruiting, and generating new accounts.

1/78 - 8/87 Professional Career Development - Recruiter

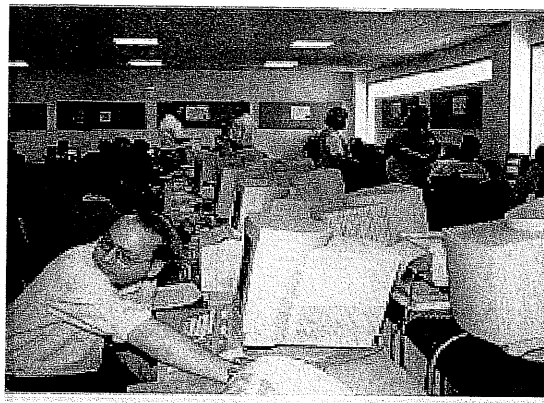
Recruiting, and generating new accounts with 80% of the day spent cold calling, and marketing services. Managed every aspect of the placement from the initial phone call with candidate, generating the job opening, checking references, interviewing, testing skills, and submitting candidates to clients. The last three years of my employment with Professional Career Development I began my management training.

Excellent References Available Upon Request

Meet the St. Louis Neighborhood Web Fair Participants May 4, 1997



Volunteer Del Brimble at the registration desk



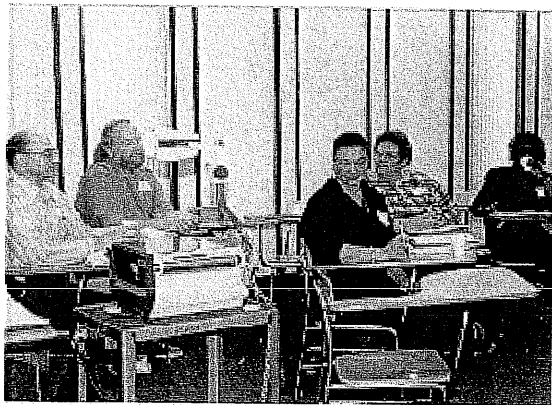
Neighborhood leaders and volunteers develop neighborhood web pages



Neighborhood leader Mary Ann Mancuso coordinates with volunteers



Neighborhood leaders learn more about St. Louis CIN with Charles Kindleberger



Participants attend a workshop on CIN policies



Volunteer Ron Igou assists participants scanning images

WORKFORCE INVESTMENT BOARD

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PLEASE PRINT OR TYPE (Please complete all three pages)

1. Full name: **Michelle Marie White**

2. Supervisorial District in which you reside:

Where I work - Vallejo, CA.

Where I live - Richmond/San Pablo, CA.

3. a. Current occupation (within last 12 months):

Most Recent:

- **Jan. 05-Present: Director of Workforce Strategy & Development, Kaiser Permanente (Napa/Solano and Marin/Sonoma Regions - CA.)**
- **Prior to Kaiser (2002, 2003 and 2004):
Vice-President, Recruitment - Washington Mutual Bank (Seattle, Washington)**

b. Business interests in last 12 months:

- **Majic Johnson Foundation (Hiring into Empowerment Zones and the WATSI Program.)**
- **Diversity Presentations for Washington Mutual - "The 10 Lenses", Book by Mark Williams**
- **International Recruiting Conferences & Forums (IRC - London)**
- **Building Expert Sourcing Training Guides for Recruiters and Related Online Tools**
- **Building Hiring Manager Training (for consulting clients)**
- **Best Practice Forum Participation - Evaluating Hiring Systems (Recruitsoft, Hire.com, Brassring products, etc.)**
- **Recruitment Best Practice Forum, Hosted by Adobe Systems (Invited Attendees Only)**
- **Recruitment Best Practice Forum Hosted by TMP (Seattle) (Invited Attendees Only)**
- **Recruitment Best Practice Forum Hosted by Recruitsoft (Invited Attendees Only), Sound Bytes online through 2004**
- **Guest Speaker at Recruitsoft Forum, Talent System and Tools (2003)**
- **Guest Speaker on Annual Marc Evans Event - HR Leadership Forum & Recruitment Conference (2003), La Quinta, CA.**

4.) Current License (Professional or Occupational); Date of issue and/or expiration:
- **Pursuing my PHR in 2006, no other professional licenses**

5. Education/Experience: A resume may be attached containing this and any other information that would be helpful to the Board in evaluating your application.

- **Resume (Education & Experience, attached online in email with this document.)**

6. Community participation (nature of activity and community location):

- Just moved back to California, no current community participation yet.
 - Member, Sigma Kappa Sorority Alumnae (Cal Poly San Luis Obispo, CA.)
-

7. Other County Boards/Commissions/Committees on which you serve/have served: - N/A.

8. Names, addresses and phone numbers of three individuals familiar with your background:

- Linda Clark-Santos (Vice President, HR & Org. Development, Washington Mutual Bank) [REDACTED]
[REDACTED]
 - Chauncey Gammage (Vice President, Learning and Development, Washington Mutual Bank) [REDACTED]
[REDACTED]
 - John Zwieg (Vice President, HR & Org. Development, and Previously Apple Computer) [REDACTED]
[REDACTED]
 - William C. White (CEO, [REDACTED], a Venture Capital and Recruited Search Firm. [REDACTED]) [REDACTED]
[REDACTED]
-

9. Name of spouse and occupation of spouse within last 12 months, if married (for Conflict of Interest purposes): - Not Married.

10. Please explain your reasons for wishing to serve and, in your opinion, how you feel you could contribute:

- Would be pleased to serve representing the hiring management and HR policy makers at Kaiser Permanente and on behalf of the corporate community in the Napa/Solano County. Passionate about recruitment, employment, and community outreach. Been in the business of hiring and recruiting for 15 years in the corporate world, with Microsoft, Intel, Cisco Systems, Apple Computer, Washington Mutual Bank and other Fortune 500 companies.

11. Indicate the category of membership for which you are applying.

- ☐ Private Sector Business
☒ Economic Development
☒ One-Stop Partner (?)

PLEASE NOTE THAT APPOINTEES MAY BE REQUIRED BY STATE LAW AND COUNTY CONFLICT OF INTEREST CODE TO FILE FINANCIAL DISCLOSURE STATEMENTS.

MICHELLE M. WHITE

- * 15 years of Corporate Human Resources/Recruitment Experience, 6 years of management experience.
 - * Fortune 500 background includes: Microsoft, Intel, Cisco Systems, Apple Computer and Washington Mutual Bank.
-

KAISER PERMANENTE – HUMAN RESOURCES

Northern California Division, Marin/Sonoma and Napa/Solano Regions

Director, Workforce Strategy & Development

(01/10/05 – Present)

Responsible for all recruitment and workforce development strategies, activities and results within the Marin/Sonoma and Napa/Solano areas for Kaiser. The purpose of this role is to proactively manage the challenges of current and future workforce needs, and to build capacity to be able to attract and retain a talented and diverse workforce in support of the KP Northern California Region quality and service differentiation strategy, our Labor Management Partnership agreement and best place to work strategy. Key responsibilities include strategic leadership and consultation, quality oversight of workforce development and recruitment strategies, and team leadership within a designated group of medical centers. Primary duties include:

- Lead the work of the local recruitment and workforce planning & development teams. Build/create high performing teams, provide cross-functional training, mentoring and coaching for staff and manage results.
 - Provide consultation, data interpretation and gap analysis related to short term and longer-term workforce planning and forecasting needs. Leverages regional workforce management tools, programs and recruitment and retention expertise. Collaborate with NCAL peers to identify and implement successful recruitment strategies, leading overarching best practices, systems and tools projects, qualitative programs and training. Produce region wide, innovative and data-driven workforce development and other pipeline strategies supporting an evidence-based decision-making approach.
 - Ensure a diverse candidate pool and development of a diverse pipeline. Works closely with the multicultural staffing associations. Works with managers to develop affirmative action plan and facilitates compliance with EEO goals.
 - Establishes strong labor management partnership values, and diversity orientation. Establish and sustain strategic relationships with educational institutions, community organizations, boards, and key professional associations.
 - Implements selection and assessment tools and processes within recruitment. Facilitates development of managers' selection and assessment skills. Create highly service oriented career management support and easy access to information for employees in the medical center who seek services related to their employment, career mobility or career paths in KP.
-

WASHINGTON MUTUAL BANK – HUMAN RESOURCES

Corporate Headquarters – Seattle, WA.

Vice-President – Talent Acquisition & Tools

(03/2002 – 07/2004)

Company growth rapidly expanded from 5,000 to 50,000 employees in five years. I was hired to design, build and deploy a new strategic, seamless, progressive and scaleable recruitment infrastructure for the enterprise-wide function. Designed or re-engineered all recruitment policies, processes and procedures. Delivered overarching recruiting programs, managed a budget of 5M. Led a team of 10 direct reports, and 2 Directors, and reported to the Senior Vice President of Talent Recruitment and Organizational Capability for the company. **Accomplishments Include:**

- **Led first successful company wide staffing management system deployment (RecruitSoft Product).** Design through implementation completed in 9months. System volume for 2002-2003 included 22,000 open positions, 813,033 total applicants, and 19,000 hires for the company.
- **Designed and deployed Wamu's first online "recruiting dashboard".** Integrated suite of recruitment systems/tools and communications center. (Sourcing and media planning tools, diversity and metrics reporting, workforce planning tools, employment branding materials, and compliance center.) Key messages/recruitment communication provided to the HR community through this vehicle as well.
- **Selected, designed and implemented new background check vendor and reference process.** Defined new background check compliance standards for all company job categories, created a new reference check process, and deployed a new background check system. (Also initiated Sarbanes Oxley and newly defined candidate/applicant definitions for the company, among others.)
- **Designed/led first centralized recruitment consulting and sourcing team.** Senior, flexible and centralized recruitment resource providing recruitment consulting, training and sourcing services across business lines. Supported new markets, identified key competitive talent for the company, and delivered any enterprise wide or specialized recruitment initiatives/strategies. Central corporate support group serving recruitment function.

- **Designed and delivered first company wide employment branding campaign and streamlined recruitment communications and collateral.** Implemented in partnership with enterprise wide VP of HR communications. (These were also used for our diversity initiatives, and employee referral campaign recommendation.)

***Metrics/Value Delivery Results:** System integrations coupled with process improvements delivered by my department were measured to increase efficiencies by 50%, and saved the company from hiring an additional 600FTE in recruiting. Estimated total cost avoidance of approx. 10M for the year 2003 alone. Goal was to return 2 cents on the dollar for every share.

***Dept. Customer Satisfaction Survey - 2004:** Satisfaction and quality of service rating for my department in early 2002 was 2.0, upon my hire. I increased this rating to 4.0 (out of a potential 5.0) by our second year.

INKTOMI CORPORATION – HUMAN RESOURCES

Corporate Headquarters - Foster City, CA.

Worldwide Staffing Director (2000-2002)

(* Company and some engineering personnel purchased by Yahoo Inc. 2002)

Responsible for competitive domestic and international recruitment strategies, company recruitment performance, and company wide recruitment operational programs. Strategic business partner, change agent and member of the line management staff. Managed college and experienced recruiting team, and an administrative support team (6). Managed vendors, consultants and/or staff to execute all company wide recruitment projects or programs. (College recruiting, Executive, Diversity, Contingent Staffing). Project/Programs Manager for all reporting or staffing tools, relocation, immigration, advertising and events, advanced sourcing strategies. Analyzed and interpreted employment data to determine recruitment strategies, benchmark best practices, provide compensation needs/recommendations, and consult with legal on employment related issues as needed. Managed a budget of 2-3M.

Accomplishments Include:

- **Designed and deployed new company wide hiring processes, tools and compliance standards** to accommodate recruitment demands during a fast-paced growth period.
 - **Selected and deployed first contingent staffing vendor/system and delivering compliance standards.** Created new processes, metrics and contingent staffing policies, and deployed new integrated system. **Cut consulting costs by an estimated 45% during first year. **
 - **Designed and deployed first recruitment intranet site.** Created/delivered internal resource (website and online tools) for one point of entry to all recruitment solutions/processes or policies, and hiring dashboard for managers. Used by all hiring managers, executives and the HR community at the company.
 - **Created and delivered new interview guide and tools for hiring managers and recruiters.** Created online toolbox, new hire checklist tool and on-boarding process for new managers, then delivered company wide training.
 - **Facilitated company wide six sigma research efforts to determine and address root causes of human resource or staffing related issues/problems, and provide resolutions.**
-

INDEPENDENT HR CONTRACTOR/CONSULTANT– Silicon Valley, CA.

Contract Recruiter/Global Staffing Management/HR Systems & Training

(Dec.'97 - March 2002)

Clients included:

CISCO SYSTEMS, APPLE COMPUTER, NOOSH INC. (start-up).

- **Responsible for implementing all phases of senior level recruitment.** (Sourcing, recruiting, interviewing and closing candidates). Other duties typically include: Owning agency relationships, developing recruiting relationships and strategies, planning off sites and recruiting symposiums, attending technical conferences/ job fairs/recruiting events, developing and delivering interview training, managing advertising strategies and budget, establishing recruitment metrics, and providing reports and data on results.
- **Establish overarching recruitment best practices, policies, or procedures.** Deliver advanced sourcing strategies and senior recruitment. Consult and advise with senior HR managers, line managers, company executives, HR vendors and other organizations within the company on staffing functions and strategies.
- **Management Duties or Projects include:** Designing/selecting and implementing recruitment tools and technologies, and interview training for managers, recruiters and HR. Establishing recruitment process and policies, and compliance procedures/processes which integrate with efficient recruitment software solutions. Developing succession programs and workforce planning for recruitment and HR, while also providing tools and strategies for efficient internal talent mobility, acquisitions or headcount management. Implement appropriate measures/metrics; work with legal on any related employment issues. Leading recruitment programs (diversity, contingent staffing, college recruiting, employee referral programs, etc.)

SILICON GRAPHICS CORPORATION ('SGI') – HUMAN RESOURCES

Corporate Headquarters - Mountain View, CA.

Senior Recruiter - Domestic and Intercontinental Sales groups.

(Oct.'96 – Dec.'97)

Responsible for Domestic Field Sales and Intercontinental Operations recruitment. Hired to improve alignment and partnership between the Worldwide Field Organization and SGI's corporate staffing headquarters. Established and maintained relationships with outside recruitment organizations, business group line managers/VP's and peer staffing organizations, while independently implementing all phases of recruitment.

- **Delivered employment related special projects for the overarching HR organization.** On HR Director's committee for HR policy reviews and changes, developing internal resource strategies, and designing line management interview training.
 - **Assisted with other critical technical recruitment hiring as needed or requested by Staffing Director.** (Engineering, Marketing, Finance, Customer or Technical Support positions.)
-

MICROSOFT CORPORATION –HUMAN RESOURCES

Corporate Headquarters - Redmond, WA.

Senior Technical Recruiter - Worldwide Product Groups & Microsoft Consulting Group

(July '93 – Oct.'96)

Independently implemented all phases of recruitment; sourcing, recruiting, interviewing and closing candidates. Established and maintained relationships with candidates, client group hiring managers, staffing peers, HR managers, and Business Line executives. **Other duties included:** Developing key sourcing strategies, owning agency relationships, establishing association recruiting relationships, recruitment advertising and managing job postings, planning recruitment off sites and symposiums, attending technical conferences & job fairs, designing and delivering interview training. **Accomplishments:**

- One of the original 12 corporate technical product recruiters at headquarters, which has now grown to 150 or more. Served the Database Software Division, Consumer Software Division, and the Microsoft Consulting Organization.
 - Team of 4 which designed and implemented Microsoft's first internal resources program.
 - Worked with Bill Gates and the GM of Microsoft Consulting directly on 2 key hires for the company. (1996)
-

MANAGEMENT RECRUITERS INTERNATIONAL - Executive Search

Corporate Branch Office - Mill Valley, CA.

Agency Recruiter - Software Engineering, IT & Telecommunications Placement

(Dec. '92 - July '93)

Specialized agency recruitment for high level mid management positions in technology and IT. (*Software & Hardware Engineering, I.T., chip technology and some Sales/Marketing placements.) Assisted candidates in resume and interview preparation, provided counseling with related relocation and compensation issues. Assisted client companies with full cycle recruitment process. (Candidate sourcing, interviewing and final selection.) - Interfaced with about 100-200 client companies. - Placed a Senior Program Manager at Microsoft, and brought Microsoft to MRI as a client.

INTEL CORPORATION – HUMAN RESOURCES

Staffing Division - Folsom, CA.

Staffing Representative (3 month original contract, was extended to one year, based on performance.)

(Oct.'91 - Dec.'92)

Responsible for recruitment and relocation support. Duties included candidate scheduling, pre-screening and closing interviews ("debriefs"), and administering quarterly headcount planning reports. Provided compensation, relocation and reference materials to recruiters and HR managers.

- Special projects included general research, compiling department reports on the summer co-op program, "cost per hire" projects, headcount planning reports, and relocation forecasts.
- Identified and developed recruitment administrative process improvements. Established new process intended to streamline communication between recruiters and their assistants, which proved to increase efficiencies by a measured 87%.
- Assisted with college hiring program hiring ramp up.

DIGITAL EQUIPMENT CORPORATION ("DEC") – OPERATIONS

Western Software Laboratory, Palo Alto, CA.

Sr. Business Operations Analyst & Recruiting Support

(August '89 – Oct. 91)

Entry level position - Special projects and administrative support for Business Operations group.

Primary responsibility included administrative support for the Operations Manager of the division. Other duties included design and implementation of department recruitment processes and procedures, and establishing the first ever interview training guide for department hiring managers. Duties included collapsing best practices, and identifying cross functional process improvements for Corporate HR, with business unit hiring managers. Other duties included research, operations projects, and preparing budget reports for the division. - Promoted to senior title in 8 months.

EDUCATION:

California Polytechnic State University - San Luis Obispo, CA. ('84-'88)

Major: Graphic Communications, Minor: Computer Graphics

- *College Internship: Sports Illustrated Magazine, Public Relations Dept. ('84 Olympic Games - Los Angeles, CA.)*