



AGENDA
CHARTER TOWNSHIP OF MERIDIAN
TOWNSHIP BOARD – SPECIAL MEETING
June 4, 2024 4:00 pm

1. CALL MEETING TO ORDER
2. PLEDGE OF ALLEGIANCE/INTRODUCTIONS
3. ROLL CALL
4. CITIZENS ADDRESS AGENDA ITEMS AND NON-AGENDA ITEMS
5. APPROVAL OF AGENDA
6. BOARD DISCUSSION ITEMS
 - A. Township Trustee Candidate Interviews
 - (1) 4:00pm-James Etherton
 - (2) 4:30pm-James McCurtis
 - (3) 5:00pm-Jeffrey Romback
7. COMMENTS FROM THE PUBLIC
8. OTHER MATTERS AND BOARD MEMBER COMMENTS
9. ADJOURNMENT

All comments limited to 3 minutes, unless prior approval for additional time for good cause is obtained from the Supervisor.
Appointment of Supervisor Pro Tem and/ or Temporary Clerk if necessary.

Individuals with disabilities requiring auxiliary aids or services should contact the Meridian Township Board by contacting:
Township Manager Frank L. Walsh, 5151 Marsh Road, Okemos, MI 48864 or 517.853.4258 - Ten Day Notice is Required.
Meeting Location: 5151 Marsh Road, Okemos, MI 48864 Township Hall

* 1. I am interested in service on one or more of the following public bodies as checked below:
Township Board (elected/appointed)

*** 2. Summarize your reasons for applying to do this type of service**

am deeply invested in Meridian Township, having been a resident since 2008. My long-term commitment to our community has fueled my desire to contribute to its growth and success. I want to ensure that our local governance remains transparent, accountable, and forward-thinking. As a Township Trustee, I can use my dedication and passion to help shape a vibrant future for all residents of Meridian Township.

*** 3. Describe education, experience or training which will assist you if appointed.**

I hold extensive experience as an IT Manager, responsible for P/L oversight and staff supervision. My role has involved drafting and implementing policies and procedures to ensure operational efficiency. I have a solid background in strategic planning, budget management, and team leadership. My professional expertise, coupled with my educational background in IT and management, equips me with the skills necessary to serve effectively as a Township Trustee.

(Attach resume if available)

[Ethern James 2024 1q.docx](#)

*** Full Name**

James etherton

*** Occupation**

IT Vendor Manager

*** Place of Employment**

Bon Secours Mercy Health

*** Home Address**

Okemos 48864

*** Phone (Day)**

*** Phone (Evening)**

*** Email**

m

*** Please type your name in the box below as a digital signature**

james etherton

*** Date and Time**

05/17/2024

Other than the Downtown Development Authority Board, the Corridor Improvement Authority, and the Economic Development Corporation, persons appointed to Meridian Township boards and commissions must be a resident and elector (if of voting age) of the Township during the term of office. Excessive absences may be cause for review of appointment. The policy for appointment of candidates to the various public service positions is based on the following criteria: desire to serve, experience, expertise, availability of time to serve, and maintenance of equitable geographic representation. In most instances it will be desirable to develop further information through a personal interview. This application will be retained in township files for two years.

James Etherton

Okemos, MI 48864

Senior IT Leader

- *Top-performing IT Leader with over 10+ years of leadership in ServiceNow with focus on CMDB, ITAM, ITOM, Discovery, ITSM management and vendor/contract management experience.*

AREAS OF EXPERTISE

- Dynamic leadership in daily execution of IT functions—service and configuration management, infrastructure, new technologies, service desk, as well as hardware, software, and datacenter operations maintenance and support.
- Skilled at project scoping with cross-functional teams to understand priorities, architect technical roadmaps, and deliver technical solutions.
- Excellent communicator with high technical acumen and trusted partner to senior leaders advising on long- and short-term technology strategies, trends, as well as risks and mitigations.

PROFICIENCIES

Core: IT Service Management Delivery, Stakeholder Strategic Management, IT Asset Management (hardware and software), M&A Integration management, Disaster Recovery, Project Management, Process Improvements, Team Leading, Cross-Team Collaboration, Strategic Planning, Business Processes, Cloud Service Delivery Integration, Vendor and Contract Management service delivery.

Technical: ServiceNow, Flexera, Remedy, Siebel, Microfocus, HP, Landesk, Snow, Qualys, ITMS, Microfocus, SQL, SharePoint, Oracle, VB Scripting, Ansible, Zabbix, OMI, NNMI, Tableau

Professional Experience

Bon Secure Mercy Health (Nov 2021- Current)

Vendor and Contract Manager IT Vendor and Contract Manager

Responsible for the management of daily operations for the Vendor and Contract management office of the CIO. Developed all processes to manage the Lifecycle of the VMO.

Manager of IT Asset and configuration Management

Manages the day-to-day delivery of the software and configuration management service including oversight of the service delivery team and serves as the primary point of contact for software audit response. Delivery of a holistic ITOM service delivery model including discovery, and service mapping in the ServiceNow platform.

Key Achievements:

- Successfully implemented a new IT asset management system that streamlined the IT asset management process and improved efficiency. 15 days from kickoff to deployment success.

...Continued...

James Etherton

Page Two

- Lead a team of configuration management professionals successfully delivering a robust CMDB maintaining system of CI's relationships for improved ITSM services.
- Reduced or kept flat IT asset spend by implementing more efficient and cost-effective IT asset management practices.
- Managed software license compliance across organizations, while implementing governing processes around compliance audit-related activities
- Improved IT asset compliance with industry regulations by implementing a comprehensive IT asset management program.

Opentext

Senior Global Asset & Configuration Manager (3/2016 – Nov 2021)

Managed two global IT teams delivering IT configuration management, CMDB, and hardware/software management aligned with ITIL v3 best practices. Create ITSM metrics, service cost models, and IT budgets. Deescalate and troubleshoot customer incidents.

Key Achievements:

- Successfully managed configuration of 80K devices within 62 datacenters.
- Integrated a software asset management system, resulting in zero audit penalties, a 20% improvement in release management, and 30% reduction in hardware and software costs.
- Drove configuration and service mapping improvements, reducing Mean Time to Restore (MTTR) during major incidents by 20%.
- Delivered Cloud service integration with ITSM processes managing cross functional teams including full stack developers, ITSM analysts, architecture teams and cloud engineers, security and audit compliance dept. Managing testing and use case requirements, designing escalation process, developed and delivered training and managed resources to complete project.

Linium Solutions, New York, NY

IT Business Process Consultant (4/2015 – 4/2016)

Delivered multiple concurrent end-to-end ServiceNow solutions for client, building custom technical implementation plans and roadmaps, allocating resources, optimizing business processes, managing vendors, and overseeing implementations and post-deployment support. Directed clients through maturity process of ITSM and ITAM using ITSM toolsets. Executed maturity assessment—ISO20000, ITIL 2011, ITSM Capability, ITAM.

Key Achievements:

- Spearheaded a migration of IT asset data into an IT Asset Management system.
- Facilitated IT optimization assessments and developed process improvements aligned with industry standards and frameworks.

Delta Dental of Michigan, Lansing, MI

Configuration Systems & Assets Management Systems Lead (11/2008 – 4/2015)

Managed the Configuration Management Database (CMDB) system to maintain and upgrade software and hardware lifecycle. Create ITIL and ITAM framework to mitigate risk and drive down costs. Oversaw ordering, receiving, recording, reporting, and disposal of all IT hardware and software.

Key Achievements:

- Created a contract management policy to standardize risk mitigation and contract language.
- Established Key Performance Indicators (KPIs) to ensure adherence to quality standards, as well as operational metric and report writing templates to enable continuous overall improvement.
- Partnered with finance teams to develop financial tracking metrics to predict cost increases.
- Improved vendor contract management by building a vendor management scorecard system comprised of tiered vendor contract evaluations.
- Conducted organization-wide ITIL v3 awareness training as ITIL Subject Matter Expert (SME).

Career Note: Worked earlier as a Community Development and College Instructor at the United States Peace Corps from 10/2005 – 11/2006 and as a Senior Technical Support Lead & Systems Licensing & Compliance Manager for Jackson National Life Insurance from 1/2008 to 11/2008 and 9/1998 to 10/2005.

Education and Training

Olivet College, Olivet, MI
Bachelor of Arts in History and Music

Coursework Taken:
 Western Michigan University, Kalamazoo, MI
Graduate Studies in History

— Certifications —

ITIL Expert v3 | ISO 20000 | ServiceNow System Administrator
 Agile Scrum Master | Certified Data Center Associate | Prince2

— Publications —

Measuring Your Success: KPIs to Measure and Showcase Doing a Good Job
 ITAK International Association of IT Asset Managers, December 2013

Getting More from the CDMB—Supporting the ITAM Program with a CMDB
 ITAK International Association of IT Asset Manager, July 2013

Is it Time for Mandating Software Pricing Transparency?
 ITAM Review (itassetmanagement.net) 2023

APPLICATION FOR MERIDIAN TOWNSHIP TRUSTEE

CANDIDATE QUESTIONNAIRE

We prefer this questionnaire to be emailed to tithof@meridian.mi.us . **Incomplete questionnaires will be disqualified. Candidates selected for an interview will be notified on Friday, May 31, 2024.**

1. Please confirm that you are available to be interviewed at the Special Meridian Township Board meeting to be held at 4:00pm, on Tuesday, June 4, 2024.

I am available.

2. In your opinion what are the best qualities of Meridian Township and the areas that need improvements?

believe the best qualities are the use of greenspace, parks and pathways into a community of great schools and opportunity for business development. I do believe we could use our downtown area a bit better for small business development.

3. Please share your community activities and volunteerism in the community over the past 5-10 years.

I've not had much opportunity to volunteer within our community, but I am no stranger to volunteering. I am a former Peace Corp Volunteer serving in Ukraine, US Veteran and I currently volunteer time at the Lansing Maker Network and I volunteered for educational historical societies

4. A significant amount of your time will be allocated to Township Board responsibilities, such as planning, zoning, budgeting, re-zonings, land use, economic development, labor negotiations and audit review. Please share with us your experience with, and understanding of, the aforementioned responsibilities.

My career as an IT Departmental Manager has provided me with valuable experience in planning, budgeting, and audit review. In managing IT assets and contracts, I have honed my skills in financial oversight and vendor negotiations, which are crucial for effective governance.

My background in IT, security, and governance risk and compliance ensures a meticulous approach to audit reviews and risk management. Additionally, my vendor management role has sharpened my analytical and negotiation skills. I am often called upon to negotiate contracts for 10's of millions of dollars.

I also understand the importance of consulting experts. Recognizing the limits of one's knowledge is essential, particularly in complex areas like economic development and labor negotiations.

Overall, my diverse experience and collaborative approach make me well-suited to handle the responsibilities of the Township Board effectively.

5. The position of Township Trustee is an elected position, and the holder of the office must reside within the township. How long have resided in Meridian Township?

Since 2008

6. Have you ever served on a Board or Commission for Meridian Township? Please be specific.

I have not previously served on any Board or Commission for Meridian Township.

7. Have you ever served as an elected official? Please be specific.

NO

8. In 200 words or less, please provide the Township Board with the reason that you are seeking the Township Trustee's position.

I am eager to serve on the Township Board because I find the concept of government by the people fascinating. Participating in local governance offers a unique opportunity to contribute to the well-being of my community and to be actively involved in shaping its future.

This short-term assignment is an excellent avenue to explore further possibilities in public service and to gain a deeper understanding of how local government operates. I am excited about the prospect of working collaboratively with other board members to address important issues such as zoning, budgeting, and economic development.

My professional background has equipped me with valuable skills and insights that I believe can benefit the board. I am committed to leveraging my expertise to make informed decisions and to ensure that our community thrives.

Ultimately, I want to serve on the Township Board because I am passionate about community involvement and am motivated by the opportunity to make a meaningful impact.

* 1. I am interested in service on one or more of the following public bodies as checked below:
Township Board (elected/appointed)

*** 2. Summarize your reasons for applying to do this type of service**

The Township Board of Trustees is a critical component for the growth, development and delivery of services of Meridian Township. I want to help make an impact as a trustee by making strategic decisions on the budget, zoning, planning and development of our township. I plan to listen to our residents, analyze all information that comes before the board and make sound decisions that are best for the township.

*** 3. Describe education, experience or training which will assist you if appointed.**

I covered Meridian Township for three years when I was a reporter at the Lansing State Journal. That experience taught me about the zoning, planning and budget processes. I served on the Meridian Township Planning Commission for more than a year. As a planning commissioner, I was involved in several matters including zoning, special use permits and the township's master plan. I also serve on the township's Zoning Board of Appeals and I have served on the township's Transportation Commission.

(Attach resume if available)

James' Resume 2024.doc

* Full Name

James McCurtis

*** Occupation**

Communications consultant

*** Place of Employment**

MESSA

* Home Address

OKEMOS 48864

* Phone (Day)

* Phone (Evening)

*** Email**

*** Please type your name in the box below as a digital signature**

James McCurtis Jr.

*** Date and Time**

05/22/2024

Other than the Downtown Development Authority Board, the Corridor Improvement Authority, and the Economic Development Corporation, persons appointed to Meridian Township boards and commissions must be a resident and elector (if of voting age) of the Township during the term of office. Excessive absences may be cause for review of appointment. The policy for appointment of candidates to the various public service positions is based on the following criteria: desire to serve, experience, expertise, availability of time to serve, and maintenance of equitable geographic representation. In most instances it will be desirable to develop further information through a personal interview. This application will be retained in township files for two years.

James L. McCurtis Jr.

Okemos, Michigan 48864

Home Cell

EDUCATION

DAVENPORT UNIVERSITY

LANSING, MI

2002-2005

Master of Business Administration degree with a concentration in marketing.

UNIVERSITY OF IOWA

IOWA CITY, IA

**Aug. 1992-
Dec. 1996**

Bachelor of Arts degree in journalism with a minor in African American World Studies.

EXPERIENCE

MERIDIAN TOWNSHIP PLANNING COMMISSION

Planning Commissioner

**Jan. 2023-
Present**

Members of the commission serve in an advisory and administrative role relating to land use and development. Commission prepares the Township's master plan, hears and decides special use permits and make recommendations on amendments to the zoning ordinance. As a member of the planning commission, also serve on the Transportation Commission and the Zoning Board of Appeals.

MICHIGAN EDUCATION SPECIAL SERVICES ASSOCIATION (MESSA)

Communications Consultant

EAST LANSING, MI

**Jan. 2022-
Present**

Responsible for the development and coordination of communications strategies, public relations, media, materials, and crisis programs to support MESSA Field Representatives, MEA UniServ Directors, coordinating councils and local associations in areas where retaining MESSA or securing new business is a critical issue.

MICHIGAN DEPARTMENT OF HEALTH AND HUMAN SERVICES

Crime Victim Services Commission Manager

LANSING, MI

**Dec. 2010-
Present**

Provide management oversight of administering statewide direct services and state and federal grant programs for crime victims. Implement and evaluate agency programs as provided by statute or as directed by the department. Oversee the design and monitoring of internal management reporting systems and procedures designed to provide consistent agency response regarding stated policy and practice, development of criteria and instruments for measuring program effectiveness, reporting of potential or actual problem areas to the department, and recommending required changes.

MICHIGAN DEPARTMENT OF COMMUNITY HEALTH LANSING, MI

Public Information Officer

**Nov. 2007-
Dec. 2010**

Served as the official department spokesperson. Responded to media inquiries, shared information from the department with media outlets, stakeholders and the general public. Promoted the department's newsworthy events to the public and to the media. Ensured that open lines of communication were always maintained with all stakeholders, state offices, media and the public.

Special Assistant to the Director/Public Relations Liaison

**Jan. 2007-
Nov. 2007**

Speech writer for the director of the Michigan Department of Community Health. Responsible for producing press releases, talking points, editorials, media relations and message development.

MICHIGAN OFFICE OF THE GOVERNOR**LANSING, MI****June 2007-
Aug. 2007*****Appointments Specialist***

Received a three-month assignment from the Governor's Office to appoint qualified applicants to various boards within the Michigan Department of Community Health.

STATE HOUSE DEMOCRATIC COMMUNICATIONS LANSING, MI**Feb. 2005-
Jan. 2007*****Writer/Analyst***

Writer for ten state representatives based in Wayne and Lenawee counties. Coordinated press conferences and responsible for writing press releases, talking points, speeches, editorials and newsletters. Researched various topics within state Legislature.

LANSING STATE JOURNAL**LANSING, MI****March 2001-
Feb. 2005*****General Assignment Reporter***

Covered elementary, secondary and higher education; police and fire; and Meridian Township

IOWA CITY PRESS-CITIZEN**IOWA CITY, IA****May 2000-
March 2001*****Assistant Assignment Editor***

Managed a team of eight reporters, edited articles daily, assigned stories and assisted reporters in developing story ideas for Gannett-owned daily newspaper.

**July 1999-
May 2000
1997-1998*****Reporter***

Covered business; and elementary, secondary and higher education.

KWWL-TV**WATERLOO, IA****July 1998-
July 1999*****Reporter - Cedar Rapids Bureau***

Wrote, shot, edited and voiced stories to air live or taped for evening and morning newscasts for NBC affiliate.

AWARDS AND COMMUNITY SERVICE

- Meridian Township Zoning Board of Appeals 2024
- Meridian Township Planning Commission 2023
- Meridian Township Transportation Commission 2023
- Board of Directors for Capital Area United Way (2020-present)
- The Lansing Branch NAACP – second vice president (2020-2022); communications chair (2020-present)
- The Turning Point of Lansing mentor/elder for 7th-12th grade young men (2020-present); Board of Directors (2023-present)
- Greater Lansing Mobile Food Bank volunteer (2012-present)
- Greater Lansing Area Dr. Martin Luther King Jr. Holiday Commission (2011-2021)
- Area Director of Alpha Phi Alpha Fraternity Inc. Kappa Delta Lambda Chapter (2012-2021).
- Tutored and mentored sixth graders for Shabazz Academy Public Charter School (2006-2017)
- Readers are Leaders/March is Reading Month (2006-present)
- Meals on Wheels volunteer for the Tri-County Office of Aging (2003-2007).
- Big brother for Big Brothers Big Sisters of Greater Lansing (2002-2003; 2005-2009).
- Tutored fourth graders in reading for Capital Area Youth Alliance (2002).
- Runner-up for Gannett Well-Done Award for Public Service reporting (1998).
- Third place in best news story (class D2 division) from Iowa Newspaper Association (1998).

APPLICATION FOR MERIDIAN TOWNSHIP TRUSTEE

CANDIDATE QUESTIONNAIRE

We prefer this questionnaire to be emailed to tithof@meridian.mi.us. **Incomplete questionnaires will be disqualified. Candidates selected for an interview will be notified on Friday, May 31, 2024.**

1. Please confirm that you are available to be interviewed at the Special Meridian Township Board meeting to be held at 4:00pm, on Tuesday, June 4, 2024.

Yes, I am available.

2. In your opinion what are the best qualities of Meridian Township and the areas that need improvements?

The best qualities of Meridian Township are the natural areas and the commercial business areas. First, we have beautiful parks and natural trails that allow our residents to walk, bike or run in our community. The township has done a great job with preserving the natural spaces. Second, we have areas throughout the township where people can shop and support small and big businesses. Meridian Township has grocery stores such as Meijer and Tom's. We also have the Meridian Mall and a plethora of dining establishments. Our township is the perfect blend of business, residential living and natural areas. I think this is what attracts people and businesses to our community.

I think we need to add more lighting in some of the areas to make them safer for residents and visitors alike. There are many subdivisions that do not have street lighting. This is especially critical in the winter months when it becomes dark earlier. During that time children are walking home from after school activities or residents and visitors may be walking in dark areas. We have to improve this.

The other area to improve on is downtown Okemos. We must find a solution for this area near Okemos and Hamilton roads that is good for businesses and for residents and visitors. A downtown development must be fiscally feasible. I want to eliminate blight in that area but of course the development has to be the right fit for our community.

3. Please share your community activities and volunteerism in the community over the past 5-10 years.

In the past ten years, I have been involved in several activities within the Township. I'm a member of Alpha Phi Alpha Fraternity, Inc. During the Flint water crisis, I spearheaded a community service project for my fraternity in which we held a Flint water drive in the Meridian Mall parking lot. We collected hundreds of bottled water, packed them in a U-haul truck in the parking lot and then drove them to a distribution center in Flint. We coordinated and partnered with executives at the mall, Home Depot and U-Haul to hold the successful drive.

In 2022, I volunteered for the Juneteenth event in Meridian Township. Later that same year, I held a fundraiser at my house for the 2023 Juneteenth event to help increase the budget. My wife and I raised more than \$2,000 for the Meridian Township Juneteenth celebration.

I also volunteer for the Greater Lansing Mobile Food Bank in which I deliver food to the elderly on the 3rd Saturday of every month. In many occasions, I've delivered food to residents in Haslett as part of that program.

4. A significant amount of your time will be allocated to Township Board responsibilities, such as planning, zoning, budgeting, re-zonings, land use, economic development, labor negotiations and audit review. Please share with us your experience with, and understanding of, the aforementioned responsibilities.

I have served on the Meridian Township Planning Commission for more than a year. During that time, I've been actively involved with the township's master plan, various zoning ordinances, planning and decisions and recommendations on special use permits.

As a member of my union's negotiation committee at MESSA, I have experience in labor negotiations.

I was the manager for the Victim Services Division at the Michigan Department of Health and Human Services for 12 years. Every three years, my area underwent a federal audit review. My colleagues and I had to prepare all of the proper financial documents for the federal government to review.

These experiences have prepared me for the responsibilities required of a township trustee.

5. The position of Township Trustee is an elected position, and the holder of the office must reside within the township. How long have resided in Meridian Township?

I have lived in Meridian Township for more than 23 years.

6. Have you ever served on a Board or Commission for Meridian Township? Please be specific.

I am currently a planning commissioner, in which I serve in an advisory and administrative role relating to land use and development. As a member of the planning commission, I also serve on the Transportation Commission and the Zoning Board of Appeals.

7. Have you ever served as an elected official? Please be specific.

No.

8. In 200 words or less, please provide the Township Board with the reason that you are seeking the Township Trustee's position.

I care about Meridian Township. My family and I have been here for more than 23 years. My wife and I decided to raise our three sons here because of the quality, resources and sense of community Meridian Township offers.

The Township Board of Trustees is critical when it comes to the growth, development and the delivery of services of Meridian Township. I want to help make a strong impact as a trustee and ensure that we are strategic in our decision making when it pertains to the township's budget, zoning, planning and development. I plan to listen to our residents, analyze all information that comes before the board and make sound decisions that are best for the township.

Most of all, I want to help make sure that our township remains an attractive community where people can raise their children for many years to come.

* 1. I am interested in service on one or more of the following public bodies as checked below:
Township Board (elected/appointed)

*** 2. Summarize your reasons for applying to do this type of service**

I want to utilize my background and experience to make Meridian Township a better place to live and work today and each and everyday. As awesome as Meridian Township is, it has incredible room to grow. It's a unique opportunity.

*** 3. Describe education, experience or training which will assist you if appointed.**

Political Science and Criminal Justice Degrees from Saginaw Valley State. 3 years in policy and planning in Lansing while running committees representing 13 health plans. President of my HOA and a local Charity.

(Attach resume if available)

Jeff_Romback's_Resume_05022024.doc

*** Full Name**

Jeffrey Romback

*** Occupation**

VP, Strategic Business Operations

*** Place of Employment**

McLaren Health Plan

*** Home Address**

Okemos 48864

*** Phone (Day)**

*** Phone (Evening)**

*** Email**

*** Please type your name in the box below as a digital signature**

Jeff Romback

*** Date and Time**

05/11/2024

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Jeff Romback

Professional Statement: A strategic thinking, goal-driven leader who excels under pressure and can effectively lead teams of internal and external stakeholders. Possesses the professionalism and business acumen to excel in any leadership position with measureable success delivering value to the organization and its clients.

Work Experience:

March 2021 – Present, Vice President, Strategic Business Operations McLaren Health Plan

- Responsible for strategic growth in the Individual/Marketplace, Medicare, and Medicaid markets through improved infrastructure and strategic partnerships.
- Leader of four departments, Sales, Communications, Medicaid Relations, Medicare Advantage Sales, and Strategic Business Operations which grew to meet market demands.
- Launched a Medicare Advantage Product in two states, Michigan and Indiana, and exceeded the enrollment of the last three Medicaid-primary health plans to enter the Michigan market.

April 2017 – March 2021, Deputy Director, Policy and Planning, Michigan Association of Health Plans

- Liaison between Member Plans and State Government Officials in Regulatory Agencies and Legislature regarding Individual and Commercial Insurance policies.
- Staffed and led Innovation, Competition, and Exchange (ICE) Committee and Public Relations Committees with focused efforts on the Michigan Insurance Marketplace and the Employer/Group Market.
- Championed marketplace-wide initiatives to decrease healthcare costs, increase administrative efficiency, and improve healthcare in the State of Michigan through Policy.

February 2016—January 2017, Director, Compliance and Process Controls CareTech Solutions

- Design, document, publish, implement, and maintain compliance programs, policies and procedures for service operations related to Healthcare Information Technology for 53 clients.
- Maintain accurate and reliable knowledgebase information, updating policies as necessary.
- Develop a rigorous test and control process to facilitate analysts' administration of client-specific and organizational security and compliance policies.
- Review contracts, confirming all guidelines and service level agreements are accurately incorporated into policy.
- Lead an international staff of 16 high-level compliance, knowledge management, and quality assurance team members.

June 2015—October 2015, Employee Benefits Department Operations Manager and Compliance Director Brown & Brown Insurance

- Led a team of 20 account managers, benefit analysts, agents, and customer service representatives to coordinate and streamline the mission of our department.
- Acted as internal operations liaison with our corporate office to maintain compliance with policies and procedures both locally and corporately.
- Communicated complex compliance requirements to internal and external clients.

Jeff Romback

- Strategically planned, developed, and executed the corporate vision and program to become nationwide Office of the Year, which included sales development, retention, and marketing.

November 2013—June 2015, Assistant Vice President, Compliance and Communications, NGS CoreSource

- Developed business programs to achieve strategic business goals to increase compliance and reduce risk and developed key compliance metrics for senior leadership.
- Supervised a staff of 11 whose responsibilities included plan design, management and compliance with state, federal (CMS), and health care reform (Affordable Care Act) mandates for our self-funded, Employee Retirement Income Security Act of 1974 (ERISA), TPA clients.
- Amended and created operational policies for staffs in two locations—Detroit, MI and Columbus, OH.
- Maintained full regulatory compliance with internal and external claim procedures with state, federal, Medicare, and Medicaid regulations, including resolution and processing.
- Acted as subject matter expert for all nine CoreSource locations on ACA, Health Care Reform, ERISA, HIPAA and self-funding, and responded to state regulators and regulatory agencies regarding compliance and claims matters.
- Acted as liaison between NGS CoreSource, and Corporate and outside counsel for all legal matters.

October 2012—November 2013, Appeals and Grievance Team Lead, Blue Cross Blue Shield

- Supervised and led a staff of eight Appeals and Grievance coordinators who independently made benefit decisions on medical, dental and vision claims.
- Communicated with Department of Labor/ERISA employee groups to make benefit decisions based on group documents and policies.
- Drafted compliance documents for department based on DOL/ERISA, HIPAA, PA250, NCQA and ACA requirements.
- Managed the grievance and Complaint Team in order to increase customer satisfaction and provide written responses to their issues.
- Developed plans for appeals, complaints, and grievances as well as design of Michigan Health Insurance Exchange (Qualified Health Plans).

October 2011—October 2012, Appeals and Grievance Coordinator, Blue Cross Blue Shield

- Researched and decided member-filed appeals, issued written decisions, and facilitated discussion of revision of benefits and policies governing correct reimbursement.
- Operated within the guidelines and maintained compliance with regulations established by the Department of Labor and Public Acts 250 and 350.
- Applied appropriate and internal, external and clinical reviews regarding benefit and health care issues.
- Collaborated and negotiated with regulatory agencies and departments in order to maintain compliance and identify trends and patterns regarding member issues.
- Responsible for many projects where extensive communication and interface was required between executives, Blue Cross Blue Shield, and large corporate accounts to solve and prevent a wide range of issues.

Education

**B.A. Public Administration and Criminal Justice, Saginaw Valley State University
Associates Degree, Philosophy/Ethics**

J.D. Thomas M Cooley Law School

Jeff Romback

Certifications and Memberships

Certified Health Care Reform Specialist—American Healthcare Congress

Certified in Healthcare Compliance (CHC) – Health Care Compliance Association

Lean Six Sigma Black Belt (Healthcare Focus) – Management and Strategy Institute

Registered Employee Benefits Consultant (REBC) – National Association of Health Underwriters

Certified Knowledge Manager—Knowledge Management Institute

Member - American Society for Quality

Personal Statement: A resume can never substitute for an interview. I look forward to meeting with you at a time of your convenience. Feel free to contact me either by phone at --- ---, or by email at

I look forward to meeting with you.

Jeff Romback

APPLICATION FOR MERIDIAN TOWNSHIP TRUSTEE

CANDIDATE QUESTIONNAIRE

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1. Please confirm that you are available to be interviewed at the Special Meridian Township Board meeting to be held at 4:00pm, on Tuesday, June 4, 2024.

Confirmed.

2. In your opinion what are the best qualities of Meridian Township and the areas that need improvements?

The quality of life is the best part of Meridian Township. Wonderful social infrastructure with great schools, public amenities, community experiences, and people.

Improvements: The next generation of Meridian Township should revolve around some walkable spaces with restaurants, shops, and a community hub. I picture a little bit of Clawson Michigan where the downtown, while compact, had the scene where families could meet up, grab dinner, and socialize anchored by local businesses with roots in the community.

3. Please share your community activities and volunteerism in the community over the past 5-10 years.

Since moving to Okemos 7 years ago I have served as the Homeowners' Association President for New Forest Hills Homeowners Association.

I am in the process of being appointed to the Allen Neighborhood Center Board of Directors.

Last year, I partnered with 6 other people from the Greater Lansing Area to start the Lansing Area Whiskey Society 501C3 Charity. The Charity's goal is to network and educate the Greater Lansing Area around whiskey and to promote causes that serve our Community. We've run charity events and golf outings which have raised over \$50,000 to donate to local causes.

4. A significant amount of your time will be allocated to Township Board responsibilities, such as planning, zoning, budgeting, re-zonings, land use, economic development, labor negotiations and audit review. Please share with us your experience with, and understanding of, the aforementioned responsibilities.

I have served on the Audit Reviews for my prior employer, the Michigan Association of Health Plans and I serve on the Risk Management Subcommittee for McLaren Health Plan. Both have extensive audit and finance aspects as well as budgeting. I am responsible for the marketing budget for McLaren Health Plan.

5. The position of Township Trustee is an elected position, and the holder of the office must reside within the township. How long have resided in Meridian Township?

7 Years

6. Have you ever served on a Board or Commission for Meridian Township? Please be specific.

No.

7. Have you ever served as an elected official? Please be specific.

No. However, I do serve on many boards of directors today. From HOA President, to President of a Charity, Legislative Chair for the Michigan Association of Benefits and Insurance Professionals, and will serve on the Board of Allen Neighborhood Center.

8. In 200 words or less, please provide the Township Board with the reason that you

are seeking the Township Trustee's position.

When my family and I moved here from Metro Detroit, we thought this would be a short-term stop until we moved back "home." Now, we can't think of a better place to call Home. We're raising our children here and sending them to Okemos Community Schools. My wife has opened a small business here focused around family and community events. We've invested our time and hearts into this community to make it home. Planning for its future would be an honor and a privilege. The key to shaping the future of Meridian Township is great governance. Great governance sets the stage for families to strive to move here, for businesses to invest here, and for the township to thrive. My professional, academic, and community experience can bring value to this Board and to the Community.