

Washoe County, NV

# Washoe County HOME Consortium Technical Review Committee (TRC)

## Board Details

The Washoe County HOME Consortium (WCHC) is comprised of the City of Reno, the City of Sparks, and Washoe County. The WCHC makes loans available for the development of affordable housing units. Its primary goal is to assist lower income families and individuals, including homeless and special needs groups, to obtain affordable housing. The WCHC also allocates funds to housing assistance programs, including down payment assistance to first time homebuyers, monthly rental assistance, rental and utility deposit assistance, and homeowner rehabilitation assistance. The directors of the WCHC are the city managers of Reno and Sparks and the manager of Washoe County.

## Overview

- **Size** 2 Seats
- **Term Length** 3 Years
- **Term Limit** 2 Terms

## Contact

- **Name** Washoe311
- **Email** washoe311@washoecounty.gov
- **Phone** (775) 328-2003

## Additional

### Enacting Authority (NRS/WCC/Other)/Board Composition/Bylaws

WCHC TRC Bylaws

### Enacting Resolution Website

<https://www.reno.gov/government/boards-commissions/s-z/washoe-county-home-consortium-technical-review-committee>

### Please upload a file

[20121031\\_WCHC\\_TRC\\_Bylaws.pdf](#)



Question applies to multiple boards

**How do you feel you are qualified to serve on this board? Include any past experience, as well as serving on other board/commissions.**

I have been in Washoe County since 2009, I have been an employee with UPS since 2010, and I became a driver for UPS in 2016. In 2020 I moved into a representative role with my Local Union, Teamsters 533, and last year I accepted my appointment as President of the Northern Nevada Central Labor Council. I have worked my way up and have experienced much on my climb. I purchased my home with my twin in 2013. To make that happen, I worked 3 jobs and well over 100 hours a week. Since I took on my role as a Business Agent for Teamsters Local 533 I have never shied away from an assignment and have helped in successfully starting and growing both our LGBTQ+ and Women's Committees. I like to put in the work and just keep grinding until solutions are found and implemented. I will bring that energy and grind to both the WCPC and the WCHC if given the opportunity.

Question applies to Washoe County HOME Consortium Technical Review Committee (TRC)

**Please detail your experience and knowledge regarding development of affordable housing**

Part of my job as the President of the NNCLC is working with the Building Trades of Northern Nevada. BTNN owns Carville Park Apartments which is Section 8 housing. I have helped build our Member Assistance Program or "MAP" which brings social services to Carville Park along with other members of our community. My goal through the growth of this program is to focus not just on getting folks a roof over their head, but also on providing stability so they can get back on their feet.

**Do you currently serve on any boards/committees or volunteer?**

Yes  No

**If yes, please list the boards/committees or volunteer programs.**

Teamsters 533 LGBTQ+ Committee, Northern Nevada Central Labor Council, Nevada State AFL-CIO

Upload a Resume

Please attach a letter of recommendation.

**Please Agree with the Following Statement**

**I certify that, to the best of my knowledge, the information I have provided in this application is true and correct. If the information provided is false or incomplete, it shall be sufficient cause for disqualification or removal.**

I Agree

**Demographic Information**

Ross W Kinson

**The purpose of collecting demographic information is to gain a comprehensive insight into the applicant pool. It is important to note that none of the demographic questions will affect the selection process for a position, ensuring that everyone has an equal opportunity to be considered.**

**What is your age range? \***

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**What gender do you identify as? \***

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**Which race/ethnicity best describes you? \***

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**What is your highest level of school completed? If enrolled, highest degree received? \***

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**What is your employment status? \***

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**What is your total household income? \***

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Question applies to multiple boards

**Current or Past Washoe County Leadership Academy (WCLA) participant?**

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Yes  No

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## **Nepotism**

**Are you a current employee of or related to anyone employed by Washoe County by blood or marriage?**

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Yes  No

**If yes, list the names and relationship of all persons you are related to. If you are an employee, list "Washoe County Employee" below:**

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**Please note that after submitting your application, it becomes part of the public record and is available for public viewing. Personal information is redacted.**

# Application Form

## Profile

Austin

First Name

Pollard

Last Name

Middle Initial

Home Address

Suite or Apt

City

State

Postal Code

Email Address

UnitedHealthcare Health Plan of Nevada Medicaid

Employer

Senior Program Manager

Job Title

Primary Phone

Alternate Phone

### How long have you lived in Washoe County? \*

6-10 years

### What district do you live in? \*

District 5 - Commissioner Herman

Find your Commissioner District [HERE](#).

## Interests & Experiences

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

Washoe County HOME Consortium Technical Review Committee (TRC): Submitted

### Please tell us about yourself and why you want to serve.

### Why are you interested in serving on this board/commission?

As an individual who has experienced housing insecurity in my life I am driven by a passion to use those experiences to help others.

**How do you feel you are qualified to serve on this board? Include any past experience, as well as serving on other board/commissions.**

As the manager of housing and social drivers of health with UnitedHealthcare Health Plan of Nevada Medicaid I work with various organizations and government agencies to increase access to housing across the state. Through collaboration with our national team I also work with many other states to identify opportunities to increase housing. Housing insecurity is a complex issue impacting communities across the country and the idea of "if we build it they will come" does not always work. My experience leverages the understanding of housing related social needs combined with developments of affordable housing to ensure potential investments will provide the best outcomes. Boards and Commissions: • Northern Nevada Continuum of Care Leadership Council (NNCLC) - NNCLC Ratings and Rating Committee - NNCLC Coordinated Entry Review Board (CERB) - NNCLC Transitioned Aged Youth Subcommittee • Nevada State Interagency Council on Homelessness to Housing Subcommittee for Technical Assistant (ICHHTA) - ICHHTA Long Term Planning Committee - ICHHTA Housing Committee • Veterans Roundtable on Mental Health

Question applies to Washoe County HOME Consortium Technical Review Committee (TRC)

**Please detail your experience and knowledge regarding development of affordable housing**

While I am not a housing developer, my experience is with working housing developers and implementing social care into affordable housing projects to ensure successful outcomes. I have a strong understanding of community, state, and federal funding for housing and work with various entities across the state and country to leverage resources efficiently.

**Do you currently serve on any boards/committees or volunteer?**

Yes  No

**If yes, please list the boards/committees or volunteer programs.**

• Northern Nevada Continuum of Care Leadership Council (NNCLC) - NNCLC Ratings and Rating Committee - NNCLC Coordinated Entry Review Board (CERB) - NNCLC Transitioned Aged Youth Subcommittee • Nevada State Interagency Council on Homelessness to Housing Subcommittee for Technical Assistant (ICHHTA) - ICHHTA Long Term Planning Committee - ICHHTA Housing Committee • Veterans Roundtable on Mental Health

[Austin Pollard Resume.docx](#)

Upload a Resume

Please attach a letter of recommendation.

**Please Agree with the Following Statement**

**I certify that, to the best of my knowledge, the information I have provided in this application is true and correct. If the information provided is false or incomplete, it shall be sufficient cause for disqualification or removal.**

I Agree

Austin Pollard

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## Demographic Information

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What is your age range? \*

What gender do you identify as? \*

Which race/ethnicity best describes you? \*

What is your highest level of school completed? If enrolled, highest degree received? \*

What is your employment status? \*

What is your total household income? \*

Current or Past Washoe County Leadership Academy (WCLA) participant?

Yes  No

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## Nepotism

Are you a current employee of or related to anyone employed by Washoe County by blood or marriage?

Yes  No



**If yes, list the names and relationship of all persons you are related to. If you are an employee, list "Washoe County Employee" below:**

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# AUSTIN POLLARD

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## OBJECTIVE

Exceptionally organized individual with strategic thinking skills and participatory leadership style that excels in community collaboration, looking to use professional experience with housing related social needs and social determinants of health to support the committee.

## EXPERIENCE

03/2022- Present Sr. Program Manager of Housing & Social Drivers of Health, *United Healthcare HPN*

- Understanding of clinical and social characteristics of homelessness with proven application of that knowledge to develop and manage statewide programs.
- Develops and leads training sessions on relevant topics.
- Consistently exceeds program goals of a minimum 8% quarterly.
- Oversee contracts and guidelines of local and state operations.
- Work with members on short-term interventions who are experiencing a variety of housing issues including new episodes of homelessness, chronic homelessness, eviction proceedings, and support them in self-advocacy goals.
- Collaborate with community and state agencies to improve and grow current housing programs.
- Manage team of community-based housing specialist to support members experiencing housing insecurity.

08/2022- 05/2023 Intern, *Zephyr Wellness*

- Practicum graduate student intern providing psychotherapy.

07/2020- 04/2022 Operations Manager, *Street Plus/ Downtown Reno Partnership*

- Manage a team of 30 individuals
- Created and oversee outreach services program for vulnerable populations experiencing homelessness, substance use, and mental illness that connects them to local resources.
- Work with city, county, and state officials on policy and procedures for serving individuals in need.
- Oversee contracts and guidelines of local operations.
- Created proactive housing program for individuals at risk of homelessness to facilitate stable living environments.
- Build relationships with community-based organizations.

08/2021- 05/2022 Intern, *The Ridge House*

- Assisted with writing 3 foundation grants, and 1 block grant
- Program development of groups for clients using services
- Case management and housing assistance for individuals successfully completing program.

- 04/2019- 07/2020 Program Manager, *Volunteers of America*
- Ran outreach services and security for low barrier shelter
  - Oversaw shelter operations with attention to detail
  - Maintained contracts and operations within city and county standards.
- 02/2018- 04/2019 Outreach Coordinator, *Street Plus/ Downtown Reno Partnership*
- Provided street level case management for individuals experiencing homelessness.
  - Recognized nationally for programs progress and success
  - Built, and Maintained relationships with numerous supportive agencies
- 01/2003- 04/2006 Communications, *United States Marine Corps*
- Meritoriously promoted two times
  - Top of class for communications training
  - Top Secret Security Clearance

## EDUCATION

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- 05/2023 Master of Social Work, *University of Nevada Reno*
- 05/2022 Bachelor of Social Work, *University of Nevada Reno*
- 07/2020 Associates of Arts, Truckee Meadows Community College
- 02/2019 Peer Support Specialist Certificate, University of Nevada Reno

## AWARDS & RECOGNITION

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- Human Service Networks “Student Volunteer of the Year” award for University of Nevada Reno- 2020
- Twenty Under 40 Award by Reno Tahoe Young Professionals Network- 2022

## BOARD POSITIONS

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- Northern Nevada Continuum of Care Leadership Council (NNCLC)
  - o NNCLC Ratings and Rating Committee
  - o NNCLC Coordinated Entry Review Board (CERB)
  - o NNCLC Transitioned Aged Youth Subcommittee
- Nevada State Interagency Council on Homelessness to Housing Subcommittee for Technical Assistant (ICHHTA)
  - o ICHHTA Long Term Planning Committee
  - o ICHHTA Housing Committee
- Veterans Roundtable on Mental Health

# Application Form

## Profile

Deneta

First Name

Thomas

Last Name

Middle Initial

Home Address

Suite or Apt

City

State

Postal Code

Email Address

MEI Rigging & Crating, LLC

Employer

Accounting Supervisor

Job Title

Primary Phone

Alternate Phone

### How long have you lived in Washoe County? \*

11-20 years

### What district do you live in? \*

District 3 - Commissioner Garcia

Find your Commissioner District [HERE](#).

## Interests & Experiences

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

Washoe County HOME Consortium Technical Review Committee (TRC): Submitted

### Please tell us about yourself and why you want to serve.

Question applies to multiple boards

### Why are you interested in serving on this board/commission?

I'm interested in serving on this board because I'm vested in my community and I'm passionate about the housing crisis in our community. Knowing that I'm part of a team working toward positive change can be incredibly fulfilling. Serving on a board cultivates new skill sets as a leader, I'll be able to learn about governance, financial oversight, legal responsibilities, and strategic decision-making. Serving the underserved populations is where our community can make a meaningful impact.

Question applies to multiple boards

**How do you feel you are qualified to serve on this board? Include any past experience, as well as serving on other board/commissions.**

I feel that serving on a board or commission can be a rewarding experience, I think I will bring a diverse perspective considering my personal and professional background. I'm open to learning about this board governance, financial oversight, and legal obligation that will impact our county/community.

Question applies to Washoe County HOME Consortium Technical Review Committee (TRC)

**Please detail your experience and knowledge regarding development of affordable housing**

I acknowledge that I'm entering in to this with little to no experience other than personal experience and understanding that there's a problem that needs to be addressed however, I'm eager to learn and collaborate. I understand that there's a funding source problem, there's different communities/ businesses that may not be eager to address the issue in the affordable house crisis. The market dynamics, Financial feasibility and I'm sure the list can go on. I'm here wanting to help and make an impact to our community/county.

**Do you currently serve on any boards/committees or volunteer?**

Yes  No

**If yes, please list the boards/committees or volunteer programs.**

Mom on the Run Step 2 Children's Cabinet Bailey Charter BOD Keep Truckee Meadows Clean

[DThomas-resume-v2.docx](#)

Upload a Resume

[LOR\\_Deneta\\_Thomas.pdf](#)

Please attach a letter of recommendation.

**Please Agree with the Following Statement**

**I certify that, to the best of my knowledge, the information I have provided in this application is true and correct. If the information provided is false or incomplete, it shall be sufficient cause for disqualification or removal.**

I Agree

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## **Demographic Information**

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Deneta Thomas

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**What gender do you identify as? \***

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**What is your total household income? \***

Question applies to multiple boards

**Current or Past Washoe County Leadership Academy (WCLA) participant?**

Yes  No

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**Are you a current employee of or related to anyone employed by Washoe County by blood or marriage?**

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## Qualifications Summary

After over a decade in financial industry, turned talents toward employee development, continuous process improvement, and implementation of technology advances to improve productivity, promote employee satisfaction, and streamline workflow. Passionate about helping team find solutions to any obstacle and supporting staff in every step of career. Exceptional interpersonal communication talents; able to build and maintain relationships across organizations, partners, vendors, and the community. Technological proficiency with Office 365.

### Human Resources & Staff Development

- ◆ Developed HR Satisfaction System to promote internal promotions.
- ◆ Designed and executed numerous training programs to enhance staff development and improve ability to ensure customer satisfaction and retention.

### Financial Operations

- ◆ Served members, customers, and clients in financial industry for 15 years, demonstrating unique ability to help members of community achieve goals.
- ◆ Applied knowledge and expertise in sales and employee development to guide teams to great success.

### Leadership & Team Building

- ◆ Recruited, hired, onboarded, and coached teams at financial, healthcare, and training institutions.
- ◆ Instituted mentorship and development programs to prepare numerous team members to take positions of greater responsibility

### Relationship Building / Community Outreach

- ◆ Strong interpersonal skills with ability to foster and fortify business relationships across organizations.
- ◆ Improved metrics by high involvement in community and marketing and sales coaching to formalize a sales-friendly environment and maximize customer relations.

## Professional Experience.

### MEI Rigging & Crating, LLC, Reno, NV 1/2021 Regional Accounting Supervisor

- Lead project accounting effort including ensuring utilizing software properly to track job costing and utilization data, with a constant focus on margin analysis
- Supervise Account Receivable process in office, including accurate, timely invoicing, collections, reducing AR aging days, and navigating the lien waiver process
- Supervise Accounts Payable process in office, including purchasing, proper cost accounting, internal financial controls, and maximizing vendor discounts
- Coordinate with Corporate Office on month end process, reviewing financial reports, and in communicating information that impacts accurate GAAP accounting
- Provide monthly reports to corporate office on job margins, equipment utilization, labor utilization
- Monitor equipment rental costs and make recommendations to GM regarding buy/rent decisions
- Monitor overtime utilization and make recommendation to GM around timing of hires
- Work with project managers to ensure they have the data needed to effectively manage their projects
- Understand the entire portal process from Quote to Invoicing, and oversee employee training and coordinate process improvement, including recommendation to programming team as needed
- Perform monthly variance analysis on financial statements to provide corporate office with explanations for variance against plan
- Track property leases and manage vendor contracts connected with local Regional Office



- Effective customer management including the ability to thoroughly review of customer contracts, purchase orders, and master service contracts, and the establishment of credit approvals and limits
- Review and process Lien waivers/releases

**160 Driving Academy, Reno, NV**  
**NorWest Regional Branch Manager**

**11/2020 – 1/2021**

Oversee a number of separate branches for largest truck driving academy in United States, with responsibility for staffing, profit, performance, and other operations at each branch. Instruct branch management and supervisors at each location and report branches' performance to upper administration. Organize and implement training and coaching programs for staff in entire region while responding to procedural questions and escalations. Ensure that all branches follow safety, health, and business laws and regulations. Uphold company standards of excellence and service, guaranteeing quality performance. Maximize company profits at branches supervised. Ensure proper staffing levels aligned with business requirements through strategic recruiting efforts and proper onboarding. Review payroll and accounts payable / receivable for accuracy and timely processing.

- Opened 4+ new branches managing launch from initiation to full functionality by partnering with vendors and other businesses on needed products and services and hired branch managers for these locations.
- Increase business 7 – 10% year-over-year, providing greater opportunity for existing staff plus onboarding of new staff to meet demand.
- Cut costs by adopting process of bidding out projects to multiple vendors to maximize use of approved budget.
- Through targeted coaching and mentoring, raised performance of branch manager to consistently achieve goals both personally and for business.
- Developed concise data-driven reports to monitor achievement of KPIs and manage branch performance.
- Created streamlined presentation of branch marketing communications and look across the company to improve corporate branding and consumer engagement.
- Produced recommendations on layout of employee handbook to reflect corporate values in Diversity, Equity, & Inclusion.
- Contributed to improvement of corporate resource manual's layout, format, and overall functionality.
- Implemented streamline communications protocol for employees to submit payroll when traveling and training, saving time and increasing employee satisfaction.

**Champagne Family Dentistry, Reno, NV**  
**Patient Care Coordinator**

**8/2020 – 10/2020**

Served as patient advocate by communicating with patient and learning about specific dental needs and goals. Supported dental patient throughout process, including welcoming patients and scheduling initial and follow-up appointments. Presented treatment plan, determined insurance calculations, discussed financial options, and answered patient questions. Managed dental insurance claims and eligibility as well as general ledger and periodic auditing. Provided general office administration, including maintaining appropriate inventory of supplies.

- Reorganized office to implement better structure as well as fluid communication plan from back- to front-office to lay foundation for outstanding and effective customer service and operations.
- Evaluated front office staff, proposed and coordinated consistent staff training, and negotiated and reached agreement on better pay.
- Saved money by posting consistent payments and improving follow through with claims delegate task to receive faster payment.

**MOBE, LLC, Carson City, NV**  
**Executive Assistant / Office Manager**

**6/2019 – 2/2020**

Managed schedule for Vice President and calendars to strategically address priorities for organization offering assistance in coordinating aspects of healthcare, lifestyle, and emotional life. Acted as point of contact among executives, employees, clients, and other external partners. Managed information flow in a timely and accurate manner. Made travel and accommodation arrangements, tracked daily expenses, and prepared weekly, monthly, and quarterly budget reports. Conducted onboarding, oversaw performance of other clerical staff and monitored office supply inventory. Formatted

information for internal and external communication and took minutes during meetings. Screened and directed phone calls and distributed correspondence,

- Established new office in area and joined Chamber of Commerce to promote MOBE's benefits to the community.
- Played major role in moving offices, including researching new locations, communicating with lease agents, securing new space, and coordinating movers, purchasing furniture, and organizing technology installations.
- Established positive office environment for VP and fostered supportive relationships with all staff.

**Sierra Pacific Federal Credit Union, Reno, NV**  
**Branch Development Specialist**

**11/2018 – 6/2019**

Promoted credit union products and services to members by fostering solid rotation of training to develop deep understanding of critical branch functions, including sales, service, management, and business banking. Provided counsel to new and existing members regarding various credit union services and investment opportunities available. Assisted members with opening new accounts and submitting loan applications. Cultivated new and maintained existing relationships for all facets of organization, including building vendor relationships and acting as main point of contact for corporate office. Analyzed financial statements and related material to assist with risk management.

- Collaborated with marketing to reintroduce brand by rolling out new campaigns to effectively market Credit Union's services, resulting in 10% growth of business.
- Designed, presented, and executed new sales coaching, growing production by over 20%.
- Implemented new sales and member engagement systems, generating beneficial "voice of the customer" input and raising customer satisfaction.
- Contributed to justification and implementation of salary increase for branch personnel.

**United Federal Credit Union, Reno, NV**  
**Assistant Branch Manager**

**1/2010 – 11/2018**

Performed all types of member transactions as needed (teller functions, new accounts, loans, and similar activities). Developed, motivated, hired, and disciplined branch personnel. Led sales initiatives, assisting other employees at branch excel. Performed performance evaluations and appraisals for all direct reports and devised programs for employee development. Ensured branch is following all audit and compliance standards, including proper performance of all monthly audits and dual control logs. Monitored branch operation results relative to established objectives and ensured appropriate steps taken to correct unsatisfactory conditions. Served as Branch Manager in Manager's absence.

- Organized co-branded marketing collaboration with credit union and local apartment complexes, resulting in 5% increase in membership for credit union and enrollment for residential living.
- Integral to forming basis for employee evaluations and implementing new promotion and salary metrics, developing more self-paced promotion metric rendering increased completion – a format still used by Credit Union today.
- Instituted new programs to foster community outreach and financial literacy, resulting in 30% branch growth.
- Spearheaded fundraiser soliciting several businesses for auctioning merchandise for participants realizing over \$25,000 in donations for local Humane Society.

## **Additional Experience**

Financial Service Associate, One Nevada Credit Union, Reno, NV, 2/2006 – 1/2010

Coats Department Manager / Customer Service Manager, Burlington Stores, Inc., Reno, NV, 6/2002 – 12/2006

## **Education**

### **High School Diploma**

Endeavor High School, Ceres, California

## **Honors & Awards**

Named Employee of the Year at One Nevada Credit Union for loan value and sales volume produced.

## **Volunteer Experience**

Pinocchio's Moms on the Run, Volunteer, 5/2010 – 11/2017

American Cancer Society, Volunteer, 5/2011 – 11/2018

The Children's Cabinet, Sponsor, 11/2016 – 12/2018

BNI, Participant, 6/2017 – 11/2018

Subject: Letter of Recommendation for Deneta Thomas

To Whom it May Concern,

I am writing to enthusiastically recommend Deneta Thomas as a candidate for participation in the Washoe County Leadership Academy. Having had the privilege of working closely with Deneta for the past 4 years, I have witnessed firsthand her exceptional leadership qualities, dedication, and commitment to personal growth.

Deneta has consistently demonstrated outstanding leadership skills throughout her tenure at our organization. She possesses a remarkable ability to inspire and motivate her colleagues, fostering a collaborative and inclusive work environment. Her effective communication skills, both written and verbal, enable her to articulate ideas clearly and concisely, engaging individuals from diverse backgrounds.

Deneta's natural inclination towards innovation and problem-solving has consistently yielded exceptional results. She has demonstrated an impressive capacity to analyze complex situations, identify strategic solutions, and implement them successfully. Her forward-thinking approach and ability to adapt to change make her an invaluable asset in any leadership position.

One of Deneta's most remarkable qualities is her passion for personal and professional growth. She has actively sought out opportunities to enhance her leadership skills through continuous learning and development. Deneta has attended numerous workshops, seminars, and conferences related to leadership and management, consistently displaying a thirst for knowledge and a commitment to self-improvement.

Moreover, Deneta's exceptional interpersonal skills and emotional intelligence enable her to connect with individuals on a personal level. Her ability to empathize and understand the perspectives of others makes her an effective communicator and a respected team player. Deneta consistently goes above and beyond to support her team members, fostering a positive and collaborative work environment.

Deneta's dedication to community service is commendable. She actively volunteers in various local initiatives, demonstrating her commitment to making a positive impact on the community. Her genuine compassion and strong sense of social responsibility make her an outstanding role model for aspiring leaders.

In conclusion, I wholeheartedly endorse Deneta Thomas's participation in the Washoe County Leadership Academy. Her exceptional leadership skills, dedication to personal growth, and passion for making a difference make her an ideal candidate for this esteemed program. I am confident that Deneta will not only benefit from the academy but will also contribute significantly to its mission.

Should you require any further information regarding Deneta's qualifications or character, please do not hesitate to contact me at [REDACTED] Thank you for considering Deneta's application, and I appreciate your time and attention.

Yours sincerely,



**A'Keia Sanders, MBA**

Associate Director

Center for Student Engagement

3rd Floor of the Joe Crowley Student Union

1644 N. Virginia, Reno, NV, 89557

Mail stop: 0058

Pronouns: She/Her/Hers

Work-phone: 775-682-6261

<https://www.unr.edu/student-engagement>