

Mr. Lemond Peppers

[REDACTED]
[REDACTED]
[REDACTED] - [REDACTED]

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Prepared for: Femi Fletcher
City of Urbana & The Urbana Free Library
Aug 7, 2020 5:55 PM

City of Urbana & The Urbana Free Library Online Application

Peppers, Lemond - AppNo: 11525

Date Submitted: 7/5/2020

Personal Data

Name: Mr. Lemond Peppers
(Title) (First) (Middle Initial) (Last) (Suffix)
Other name(s) under which transcripts, certificates, and former applications may be listed:

Other: Mr. Sherman L Peppers II
(Title) (First) (Middle Initial) (Last) (Suffix)

Email Address: [REDACTED]

Postal Address

Permanent Address	Present Address
Number & Street: [REDACTED]	Number & Street: [REDACTED]
Apt. Number: [REDACTED]	Apt. Number: [REDACTED]
City: [REDACTED]	City: [REDACTED]
State/Province: [REDACTED]	State/Province: [REDACTED]
Zip/Postal Code: [REDACTED]	Zip/Postal Code: [REDACTED]
Country: United States of America	Country: United States of America
Daytime Phone: [REDACTED]	Phone Number: [REDACTED]
Home/Cell Phone: [REDACTED]	

Employment Desired

Open Vacancy Desired:	Date Last Submitted	Experience in Similar Positions
JobID: 321 Civil Service/Full-Time: Community Engagement Coordinator at Urbana City Building	7/5/2020	years

JobID 321 Questions

* Supplemental Application Questions

Please answer the questions below thoroughly, clearly and concisely. The responses you provide (along with the entire application package) will be carefully reviewed to determine which candidates will move forward in the selection process. These questions will be used to assist in the evaluation of your qualifications and will ask about your experience relative to a number of essential areas. Each of the areas listed refers to an important aspect of the job. To maximize the credit on this questionnaire, please provide as much detail as possible. Do not answer 'see resume.' This will be considered an incomplete answer and you will not receive credit. In some instances, repeating information is necessary to provide a complete and accurate response.

I have read this information and am aware of the importance of responses to the supplemental questions. By completing this supplemental evaluation, I attest that the information I have provided is accurate. Any information I provide may be reviewed by the hiring manager. Any misstatements or falsification of information may eliminate me from consideration or may result in dismissal.

* You are responsible for maintaining the accuracy of your contact information, including your street address, e-mail address, and telephone numbers. Failure to maintain accurate contact information may result in not receiving information regarding this job announcement and/or not being further considered for this employment opportunity.

I understand and agree.

* Which best describes your level of education?

* 1b. Is your major or concentration in one of the following areas: Communications, Public Relations, Education, Social Work, Business Administration, Criminal Justice or a related field? Please be sure to provide details in the "Education History" section of this application.

Bachelor's degree
No

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JobID 321 Questions continued

Questions of experience refer to professional or volunteer work. If you have worked/volunteered part-time, you must adjust the experience you are reporting accordingly. For example, if you worked part-time at 20 hours per week for 2 (two) years, this is equivalent to one (1) year of full-time experience (40 hrs./week). The work experience you report should also be reflected in the Work Experience section of this application.

* 2. Which best describes your level of experience in public relations, education, social services, communications, or a related field which provides an understanding of human relations issues, programs, and problems? Please be sure to detail your experience in the Work Experience section of this application.

Ten (10) or more years of experience

* 3. To what extent do you have experience with outreach/community relations activities in your current or previous work or volunteer responsibilities?

I have done this as a regular part of my duties

* 3b. Select the tasks you have performed as part of your duties:

- Develop/maintain outreach programs
- Serve as a representative in a community group/public forum
- Provide case management (e.g. referrals for service, etc.)

3c. For each of the tasks you selected above, briefly summarize your experience:

I worked for CU-Church in conjunction with D.R.E.A.A.M. Academy to facilitate and supervise a Saturday school program located at Webber St. Church. We served African American boys school levels Pre-K through 5th grade. In my role as Co-coordinator for the Self-Made Kingz group (formerly Urbana Youth Project), I facilitated groups in and around restorative practices, making use of restorative circles method of communication. In my current role as Student Engagement Advocate at Urbana High School, I make home visits, arrange and facilitate parent teacher meetings, as well as facilitate and transition students to outside services and assistance.

* 4. Do you have experience working directly with individuals of diverse backgrounds?

Yes, I have done this as a regular part of my duties

4b. If you answered yes, briefly describe your experience:

As a Student Engagement Advocate for Urbana School District #116 at Urbana High School, my job is to engage all students 9th through 12th grade, all genders, transgenders, races and economic levels. This extended also into our spanish speaking populations, and other undocumented students as well.

5. For the following questions, describe your experience in as much detail as possible. If you do not have any experience, type "none."

5b. Describe in detail one community program to which you were a significant contributor. Explain what your role was (organizer, forum/panel member, etc.) and how this program addressed a specific challenge to the diverse socioeconomic, cultural, racial, and/or ethnic population in the community.

In April of 2019 I began working to form a Youth Group for incoming 8th grade and current 9th grade African American male students. These students were selected based on low academic and behavioral compliance. I worked directly with Preston James in the interview, selection, and program implementation for the Urbana Youth Program. The young men selected renamed the program to the Self-Made Kingz. We met and worked with these young men for eight weeks during the summer of 2019. On several occasions I served as presenter and group facilitator for the group dealing with such topics as trauma, police contact and interaction, abuse, and financial literacy. I served as the Co-coordinator and continued the work of the group during the 2019-20 school year within Urbana High School meeting with these young men discussing such relevant issues such as racism within the school, employment opportunities, and social justice issues as it pertained to them.

5c. Describe in detail your experience working with youth in underrepresented populations.

I Worked seven years, 1998-2005, at the Pavilion serving displaced DCFS wards removed from the home setting and placed into the Residential Treatment facility program. I worked the Pavilion school as well as on the residential floors helping to monitor, implement, and facilitate programming and safe practices. I was responsible for transporting residents to and from hospitalizations, family home

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5c. Describe in detail your experience working with youth in underrepresented populations.

visits, and community outings. I spent six years, 2005-2011, working at the Roundhouse Emergency shelter and transitional living for the then Community Elements, now Rosecranc. All of the young men in the Self-Made Kingz group represent families from at or below the economic poverty level, and as a Student Engagement Advocate, many of the families I serve are a undocumented.

* 6. BACKGROUND INVESTIGATION

I understand and agree.

Due to the sensitive nature of the position and requirement to work with youth in a public schools setting, the selected candidate must be able to satisfactorily pass a background check.

* 7. Are you willing to work evenings and/or weekends?

Yes

Employment Eligibility

* Are you eligible for employment in the United States? (Proof of U.S. Citizenship or immigration status will be required upon employment.)

Yes

* Are you 18 years of age or older?

Yes

* Are you willing to undergo a physical examination by a physician, to prove you are physically able to safely perform the tasks of the job for which you have applied?

Yes

* The City of Urbana will send time-sensitive exam notices and other correspondence via e-mail to applicants. Only e-mail notification will be sent, regardless of notification preference selected. Do you understand that you will only be notified by e-mail?

Yes

* Incomplete applications may not be considered. You must complete all sections of the application, including the Education and Work Experience section, even if you also attach a resume or other documentation. Failure to complete the application may result in your application being rejected. However, you may attach a resume or other documentation in addition to your completed resume. Do you understand and agree to the above information?

Yes

* If you have applied for more than one vacancy that is currently open, please review your selections on Page 3. Be sure that you have selected **ALL** of the vacancies you wish to be considered, even if you have already submitted your application for that position. If you de-select a job vacancy, you cancel your application for that position.

I understand

Education

Please tell us about your educational background beginning with the most recent.

High School Attended: Champaign Centennial High School, Champaign, IL
Graduation Status: H.S. Diploma

Colleges, Universities and Technical Schools Attended:

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Name and location	Dates Attended: From - To	Major area of study	Degree	Graduation Date	Graduated
University of Illinois at Urbana-Champaign	06/2020 08/2020	Social Work	Master's	05/2022	No
IL - Eastern Illinois University	01/2012 05/2013	General Studies	Bachelor	05/2013	
Illinois State University, Normal, IL	08/1994 12/1995	elementary education		05/1996	
Parkland College, Champaign, IL 61821	08/1992 05/1994	elementary education		05/1995	
University of Illinois @ Urbana-Champaign, Illinois	08/1991 05/1992	elementary education		05/1996	

Experience

Please list ALL relevant work experience beginning with the most recent.

Current or Most Recent Position		Employer Contact Information		Supervisor/Reference Contact Information	
Urbana High School Student Engagement Advocate		1002 S. Race st. Urbana, IL 61801 217-384-3505		[REDACTED]	
Date From - Date To:	11/2018 - (Total Yrs: 2)	Full or Part Time:	Full		
Reason for Leaving:	Currently employed				
May we contact this employer?	Yes				
Responsibilities/Accomplishments at this Position	To track and engage students with truancy, behavioral, and home issues. To provide building support by engaging students within the building and supporting proper classroom management and behavioral techniques. To complete all paperwork, attend staff meetings, not limited to but also including I.E.P. (Individual Educational Planning) meetings, as well as meeting deadlines for grant paperwork submission.				

Previous Position Held		Employer Contact Information		Supervisor/Reference Contact Information	
Champaign Unit #4 SSR Supervisor, Centennial High School		903 S Crescent Champaign, IL 61821 217-351-3951		[REDACTED]	
Date From - Date To:	11/2017 - 10/2018 (Total Yrs: 2)	Full or Part Time:	Full		
Reason for Leaving:	Currently employed in this position				
May we contact this employer?	Yes				
Responsibilities/Accomplishments at this Position	Direct supervision of students who have been removed from the classroom setting. Input Discipline referrals into two computer systems, then run an end of the month monthly report submitted to the Central office. To provide support, behavioral modification, crisis intervention and overall student and staff support as needed.				

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Experience Continued

Previous Position Held		Employer Contact Information		Supervisor/Reference Contact Information	
Champaign Unit #4 Hall Monitor at Central High school		610 W. University Ave Champaign, IL 61820 217-351-3916		[REDACTED]	
Date From - Date To:	09/2017 - 11/2017 (Total Yrs: 8)	Full or Part Time:	Full		
Reason for Leaving:	Currently employed				
May we contact this employer?	Yes				
Responsibilities/Accomplishments at this Position	Sitting in a hallway post monitoring for student activity, behavior and hallway traffic. To issue tardy and excused passes to students as the situation dictated.				

Previous Position Held		Employer Contact Information		Supervisor/Reference Contact Information	
Champaign Unit #4 School District Substitute Aide/Safety Aide/Hall Monitor		703 S. New St Champaign, IL 61820 217-352-3800		[REDACTED]	
Date From - Date To:	12/2016 - 08/2017 (Total Yrs: 2)	Full or Part Time:	Sub		
Reason for Leaving:	Moved into a permanent position				
May we contact this employer?	Yes				
Responsibilities/Accomplishments at this Position	Filling in as a Safety aide, hall monitor helping students maintain safe and appropriate behavior				

Previous Position Held		Employer Contact Information		Supervisor/Reference Contact Information	
Kraft Heinz Equipment Cleaner		1701 W Bradley Ave. Champaign, IL 61820 227-378-1900		[REDACTED] [REDACTED] unknown	
Date From - Date To:	09/2015 - 08/2017 (Total Yrs: 2)	Full or Part Time:	Full		
Reason for Leaving:	health/fmla				
May we contact this employer?	Yes				
Responsibilities/Accomplishments at this Position	To disassemble, clean, sanitize and then reassemble production tanks and pumps along with general and assigned cleaning				

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Experience Continued

Previous Position Held		Employer Contact Information		Supervisor/Reference Contact Information	
Health Alliance Medical Intake Coordinator		301 s. vine Urbana, IL 61801 217-337-8157		[REDACTED]	
Date From - Date To:	- (Total Yrs: 2)	Full or Part Time:	Full		
Reason for Leaving:	currently employed				
May we contact this employer?					
Responsibilities/Accomplishments at this Position	I began in August 2, 2010 with Health Alliance as a Customer Service Representative and six months later was hired as a Medical Intake Coordinator. I have completed several classes within the Health Alliance Curriculum such as 10 Principles, Medical Terminology, and Diversity Training.				

Previous Position Held		Employer Contact Information		Supervisor/Reference Contact Information	
Roundhouse c/o Mental Health Center of Champaign County Recovery Advocate		311 W. White St. Champaign, IL 61820 217-359-5276		[REDACTED]	
Date From - Date To:	12/2005 - (Total Yrs: 4)	Full or Part Time:	Full		
Reason for Leaving:	Currently employed on a prn basis				
May we contact this employer?					
Responsibilities/Accomplishments at this Position	Taking client referral calls, checking in clients, supervising and counseling displaced youth.				

Previous Position Held		Employer Contact Information		Supervisor/Reference Contact Information	
The Pavilion Teacher's Assistant and Mental Health Technician		809 W. Church Champaign, IL 61820 217-373-1700		[REDACTED]	
Date From - Date To:	08/1998 - 11/2005 (Total Yrs: 7)	Full or Part Time:	Full		
Reason for Leaving:	to take position with the Mental health center				
May we contact this employer?					
Responsibilities/Accomplishments at this Position	supervising, instructing and crisis intervention of psychotic, at-risk DCFS wards and displaced youth. I worked as a Teacher's Assistant from 1998-2001, then in 2001 I moved to strictly working on the Residential and hospital units as a Mental health technician.				

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Experience Continued

Previous Position Held		Employer Contact Information		Supervisor/Reference Contact Information	
Prairie Center Health Systems Addictions Counselor		718 Killarney Urbana, Il 61801 217-328-4500		[REDACTED] [REDACTED]	
Date From - Date To:	11/2001 - 09/2002 (Total Yrs: 10 months)	Full or Part Time:	Full		
Reason for Leaving:	To work only one job due to birth of child				
May we contact this employer?					
Responsibilities/ Accomplishments at this Position	Ran 8 groups and had 48 individualized clients. Responsible for both group and individual sessions and paperwork. Worked with halfway house clients all towards the goals of achieving the "12-steps" to recovery process.				

Previous Position Held		Employer Contact Information		Supervisor/Reference Contact Information	
Centennial High School/ Young Adult Program Teacher's Assistant		913 S Crescent Champaign, Il 61821 217-351-3951		[REDACTED] [REDACTED]	
Date From - Date To:	09/1996 - 08/1998 (Total Yrs: 2)	Full or Part Time:	Full		
Reason for Leaving:	To take a position with the Pavilion				
May we contact this employer?					
Responsibilities/ Accomplishments at this Position	Remedial instruction of basic math, reading and life skills through job training and life management with students 18-21 who were identified from mildly to severely mental and/or physically handicapped. Some students were unambulatory.				

Previous Position Held		Employer Contact Information		Supervisor/Reference Contact Information	
Centennial High School Assistant Speech Coach		913 S. Crescent Champaign, IL 61821 217-351-3951		[REDACTED] [REDACTED]	
Date From - Date To:	09/1996 - 05/1998 (Total Yrs: 2)	Full or Part Time:	Part		
Reason for Leaving:					
May we contact this employer?					
Responsibilities/ Accomplishments at this Position	Assisted in coaching and instructing of various speaking and performing events. Worked as an assistant to Mr. Yanchus prior to this position becoming stipend, from 1991-200. Total years experience should reflect 10 years.				

Language Skills

Do you know any language other than English? Yes

Language(s): spanish
Oral Level: Literate

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Certificates and Licenses

Certificates & Licenses

Please list any relevant certificates or licenses you currently possess:

Type:	
Date issued:	
Expiration date:	
Number:	
Issued by:	

Type:	
Date issued:	
Expiration date:	
Number:	
Issued by:	

Type:	
Date issued:	
Expiration date:	
Number:	
Issued by:	

Professional References

	Reference 1	Reference 2
Name:	██████████	██████████
Employer:	Kansas Oklahoma Red Cross	City of Champaign
Current Position:	Service to the Armed Forces Director	Chief of Police
Phone	██████████	██████████
Email:	██████████████████	██████████████████
Relationship to Candidate:	Co-Worker/Self Made Kingz Program	personal
Years Known:	3	40+
	Reference 3	Reference 4
Name:	██████████	██████████
Employer:	Champaign Centennial	City of Champaign
Current Position:	Assistant Principal	Student Resource Officer
Phone	██████████	██████████
Email:	██████████████████	██████████████████
Relationship to Candidate:	Former Supervisor	Co-Worker @ Centennial High School
Years Known:	20+	3

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Professional References cont.

	Reference 5	Reference 6
Name:	[REDACTED]	[REDACTED]
Employer:	Champaign Centennial High School	Champaign Unit #4
Current Position:	English Teacher	Director of Magnet Schools
Phone	[REDACTED]	[REDACTED]
Email:	[REDACTED]	[REDACTED]
Relationship to Candidate:	co-worker and friend	Supervisor
Years Known:	22	16+

Referrals

How did you hear about employment with us?

Somebody told me about it		
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Disclosures

Professional Status

* Have you ever failed to be rehired, been asked to resign a position, resigned to avoid termination, expelled or terminated from employment?

Yes

If Yes, explain:

Due to health issues and the documented point system I was released from Kraft Heinz.

Legal Information

Equal Opportunity Employer

The City of Urbana is an equal opportunity employer dedicated to a policy of nondiscrimination in employment. All qualified applicants will receive consideration of employment regardless of race, color, national origin, religion, sex, age, marital status, physical and mental disability, sexual orientation, political affiliation, or other legally protected group status.

The City of Urbana Welcomes Diversity.

We foster an environment that values and encourages mutual respect, inclusion of all people and utilizing differences and similarities as an organizational asset.

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Applicant's Acknowledgment and Agreement

INVESTIGATION AUTHORIZATION, UNDERSTANDING, & CERTIFICATION OF APPLICATION

By clicking on the agree button below, I hereby certify to all of the following: I meet all legal requirements for this position, including the age requirement. There are no misrepresentations or false information in my application package (all submissions). I am aware that should investigations disclose such, my current and future applications may be disqualified, my name may be removed from all eligible lists, and I may be disciplined or discharged if I am a currently employed with the City.

I understand that I will have to produce documentation verifying identity and employment eligibility in the U.S. I understand that I may be required to verify any and all information given on this application. I understand that this completed application is the property of the City of Urbana and will not be returned. I understand that I must notify the Human Resources Division of any changes in my name, address, or phone number.

I am aware that eligibility for a City of Urbana pension is based on the requirements set forth in the applicable pension plan, the provisions of which will be described in the new employee publication that will be provided to me if I am employed in an eligible position. I understand that acceptance of employment does not create a contractual obligation upon the City to continue to employ me in the future.

By signing this application, I authorize the investigation of all statements and information contained in this application. I release from all liability anyone supplying such information, including disciplinary reports, letters of reprimand, or other disciplinary actions. I authorize the Illinois State Police Department and the FBI to release to the City of Urbana any conviction information for the purpose of evaluating my qualifications and character as it relates to the position(s) for which I have applied. I also release the City of Urbana from all liability that might result from making an investigation.

The City of Urbana is an Equal Opportunity Employer. Pursuant to law, discrimination because of race, sex, color, religion, national origin, physical or mental disability, age, sexual orientation, or any other protected class is prohibited. If I believe I have been discriminated against, I may contact the City's Human Relations Officer or I may notify the appropriate federal or state agency.

I, Lemond Peppers, agree to all of the terms above.

I agree

Civil Service Preference Points

Urbana City Code and Civil Service rules provide for Veteran and Urbana Residency preference points. If you meet the eligibility requirements, you will receive five (5) points for each category, which will be added to your Civil Service score. Please note that preference points will only be added to passing scores. See below for eligibility criteria and required documentation, and please read the following definitions carefully. You must attach supporting documentation to receive preference points. In some cases, you may need to attach more than one document. You do not need to complete this page if you are not applying for preference points.

VETERAN PREFERENCE

To be eligible for veteran's preference under Urbana Civil Service Rules, you must meet the following definition of a veteran: "Persons who were engaged in the military service of the United States for a period of at least one year of active duty and who were honorably discharged therefrom, or who are now or have been members on inactive or reserve duty in such military or naval service." Upon successful verification, you will receive five (5) points added to your score on the initial eligibility register. Do you meet this definition?

If you said "yes", please attach a copy of your DD214 or other supporting documentation:

URBANA RESIDENCY PREFERENCE

To qualify for Urbana Residency Preference, you must have lived within the defined corporate limits of Urbana for twelve consecutive months. You must submit a copy of your current valid Illinois driver's license or State I.D. card verifying your current address AND a copy of one of the following current documents: voter's registration card, rental/lease agreement, Urbana Free Library card, or real estate tax bill with homestead exemption. Upon

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Civil Service Preference Points continued

If you answered "yes" to the question above, please attach a copy of the following documents:

- 1) Your current valid Illinois driver's license or State I.D. card verifying your current address; **AND**
- 2) A copy of one of the following current documents: voter's registration card, rental/lease agreement, Urbana Free Library card, or real estate tax bill with homestead exemption.

I hereby affirm that this information is true and correct, and I understand that misrepresentation or omission of facts may result in the rejection of my employment application. (Type your name in the box below):

X	Signed: Lemond Peppers <small>Stamped: 6/20/2020 10 03 44 PM 45.22.131.130 Applicant - #11525 - Lemond Peppers</small>
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Additional Documents

Resume

[S. Lemond_Peppers, II_Resume \(5\).pdf](#)

Cover Letter

[COVER LETTER.docx](#)

Other

To Whom It May Concern:

As a highly skilled coordinator, mentor, and engagement advocate with over 20 years of experience, I am writing to express my interest in the Community Engagement Coordinator for the City of Urbana, IL. Most recently I had the opportunity to work in the Urbana Youth program renamed The Self-made Kings as a School/community Coordinator. Twelve at risk African American male youth students were identified and selected to participate in a summer long program focused on socio emotional growth, appropriate school path selection, and trauma informed learning.

After working for two decades in education and mental health services, I have advanced knowledge in developing professional and interpersonal relationships, keeping digital spreadsheets on data such as behavioral trends, attendance, and medical records and ensuring accuracy in all finalized reports. Moreover, while my previous positions afforded me a well-rounded skillset, including excellent relationship building and time management skills, I excel at:

- outlining project scopes, managing timelines, and deadlines.
- Cultivating and implementing conflict resolution.
- Triageing services and networking avenues for the disenfranchised.

In addition to my relationship-building experience, I am a life-long resident of Champaign-Urbana and have a concentrated work within both school districts to triage and connect a continuum of services for various families and students. I served as a parishioner of St. Luke CME church for over forty years. I have also personally served as private mentor and tutor to special needs students and families of all socio-economic means.

I am confident the skills I honed in previous positions have prepared me for this opportunity within the City of Urbana. My localized expertise of the community in conjunction with professional and personal partnerships with both school districts, numerous churches, and mental health services facilities make me an excellent candidate for this opening. I greatly desire to meet with your Human Resource department to further discuss my experience and qualifications.

Thank you for your consideration,

Sincerely,

Lemond Peppers

[REDACTED]

[REDACTED]

Community Engagement Coordinator Questionnaire.....Lemond Peppers

1. As a member of CU-Church, I was handpicked by the Executive to develop and implement a Saturday school program during the fall of 2019 and resuming during the winter of 2020. The goal of this program was to directly target minority and marginalized families in the Urbana-Champaign area for extended educational, optimal learning, and dietary opportunities. My responsibilities included, but not limited to, develop program classes, present finalized budget, as well as provide direct supervision on Saturdays. I worked in conjunction with D.R.E.A.A.M. Academy to target young African American male students initially between the ages of 6-11. I conducted several focus groups and planning meetings in organizing and finalizing all program which took place at the Webber St. Church in Urbana. I lead all meal menu planning, menu selection, as well as dietary needs for vegetarians, diabetics, and those who did not consume pork. The purpose of this collaborative program was to provide extended educational opportunities and wellness activities to students who might otherwise be unable to afford or attend regular weekly programming. I then provided direct supervision, student behavior modification, as well as conflict resolution and crisis intervention during all Saturday sessions. Most recently in the Spring of 2019, I work as Co-coordinator with Preston James with the Urbana Youth Program, later named The Self-Made Kingz. Preston and myself personally conducted interviews of 30 African American Male eighth grade and ninth grade students. The purpose was to determine which of 12-15 of these identified at risk youth would best fit in a self-enrichment program. The youth were identified as high fight/flight risks, most of them coming from single parent homes, all having been suspended on up to expulsion due to fighting, high truancy or other identified aggressive maladaptive behaviors. Preston and I worked in direct conjunction with the Champaign Co. Coalition, Don Moyers Boys & Girls Club, and Urbana School District #116. I facilitated several of the summer sessions ranging in topics such as Trauma response, teacher/school administrative contact behavior, as well as covering a wide variety of Black History topics. I assisted in transporting students, meals, and program materials on Tuesdays and Thursdays. We worked with these young men on self-awareness, control, as well as self-belief. I supervised a trip, along with other adults to Chicago's Dusable, Museum, Navy Pier, and Fogo de Chao.
2. My experience with report writing and submission is limited to just that, outside of collegiate school work. The reports I have been responsible for in the past did not require research of any kind. During my tenure in Champaign Unit #4 School District as Supervised Study Room Supervisor at Centennial High School, it was part of my responsibility to gather, maintain, and enter into the computer system the total number of Discipline Referrals (DR's) for each month. After the data entry process they were then categorically, major versus minor referral, inputted into data reports and submitted to the district office, the school, the student's records, as well as a notification process to the parent or legal guardian. There was necessary research and tabulation done by myself in order to formulate a food and crafts budget for the Weber St. Saturday school in affiliation with the D.R.E.A.A.M. Academy, however that one was presented to the Executive staff of CU-Church.

3. My experience in this matter is mainly focused in, however not limited to, Individual Educational Planning Meetings, as well as student/parent/teacher interventions. It is during such meetings that I am, if called upon, required to organize and present on matter of truancy, social emotional progress or digression, as well as student teacher interaction, along with documentation of how often I have met with the student. I in both of my years at Urbana High School have been upon to assist in basic Spanish speaking conversational issues. Administration has often deferred to me in matters regarding our African American male and female populations in matters of high flight, conflict resolution, and family advocacy. Then compiling such information and formatting it into an email sent to families, teachers, as well as administrative staff.

4. During my years at Health Alliance, 2010-2015 as well as my subsequent years with Rosecrans, Unit #4 school District and even now with Urbana School District #116, the procured and finely tuned skill of balance has remained a constant. As a Medical Coordinator for Health Alliance much of my job was walking our patrons through denial of services. In doing so it was my job to carefully and empathetically explain the difficult decision of denial, and how to navigate further, while keeping the person(s) engaged in wanting to remain with Health Alliance. The ability to render difficult news, stand on principals, technicalities while remaining humanistic is a honed skill of my own. It is in this difficult times that a person of rare breed and people person skills is required to deal today's climate of perception versus reality. Speaking into the heart of this community while humanizing the important presence of our officers of the peace is just the tip of the ice berg. I understand that issues of trust, transparency, and regulation must all align. I would work diligently to obtain and secure the trust of both colleagues and the maligned people of our neighborhoods we look to serve, protect, and most importantly improve.

S. LEMOND PEPPERS, II

Professional Summary

To gain employment within a progressive organization. One where my advanced skills of communication, crisis intervention, problem solving, and office administration skills can be demonstrated on a consistent basis, with future opportunities for upward mobility. Experienced advocate, public speaker and relations specialist with over 20 years of experience in Education, Public Relations, and Customer Service. Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements. Consistently saved costs while increasing profits.

Skills

- Benefits
- Crisis intervention
- Customer Service
- Direction
- Documentation
- Group facilitation
- Safety
- Supervision
- Phone
- Triage
- Student engagement
- Mentoring students
- Experience with special-needs students
- Customer service and engagement
- Project-based learning advocate
- Resolution team engagement

Work History

Student Engagement Advocate (S.E.A.) 11/2018 to Current

Urbana School District #116 – Urbana, IL

- Negotiated agreements between students and teachers to clarify misunderstood directions and resolve conflicts affecting performance.
- Identified students with truancy issues and met face to face, arranged for home visits and worked to develop and triage treatment and behavioral plans to coordinate success within the students particular schedule.
- Participated in Individualized Educational Plan (I.E.P.) meetings to help manage and facilitate the implementation of state requirements for students with qualifying identified behavioral, emotional, and learning deficits.
- Attend District wide Professional Training and in service meetings.

Hall Monitor/Supervised Study Room Supervisor 12/2016 to 11/2018

Champaign Unit – Champaign, Illinois

- Applied positive behavior management techniques to enhance social interactions and emotional development.
- Enforced rules and managed behavior through developmentally appropriate discipline.
- Maintained group discipline through positive reinforcement, behavior modeling and collaboration with parents.
- Used positive reinforcement techniques to promote patience and other good behaviors in children.

Equipment Cleaner 09/2015 to 05/2018

Kraft Heinz – Champaign, Illinois

Worked with production pumps and tanks within the Enhancers Processing Department. disassembled, cleaned, sanitized and then reassembled production tanks and pumps. Worked in the sanitation tank room applying various chemicals while monitoring water temperatures to assure the highest level of sanitation and cleanliness. Operated forklift trucks to transport high hazardous chemicals and waste products. Also transported chemical totes throughout the plant for various other departments.

Medical Intake Coordinator/Appeals Coordinator

03/2011 to 03/2015

Health Alliance – Urbana, IL

- To triage incoming electronic requests for specialized services, medical equipment, and specialist referrals based on variables such as medical urgency and staff availability.
- To provide direction and information to callers from other Health Alliance Departments, external facilities and providers.
- Received the "You're a 10" Recognition for Outstanding Customer Service.
- Rated as "Strong Performer" in 2011-12, 2012-13 Annual Reviews.
- Worked with Medicaid and Medicare Advantage customers to understand requirements and provide exceptional appeals as well as approval process service.
- Performed various administrative functions, including filing paperwork, delivering mail, sorting mail, office cleaning and bookkeeping.

Customer Service Representative,

08/2010 to 04/2011

Health Alliance Medical Plan – Urbana, Champaign, IL

- To Field all incoming calls from members, doctors, hospitals and employer representatives in regard to plan benefits, coverage and claims processing information.
- Received 5 "Spotted doing a Great Job" Coins for Outstanding Service.
- Recovery Advocate Community Elements @ Roundhouse - 12/14/05-4/11/11, To process and complete the intake process of all incoming youth into the Roundhouse facility.
- To perform safety checks, field phone calls, monitor/supervise and facilitate group activities along with medication disbursement.
- To enter computer shift documentation following the youth's stay along with food preparation and/or kitchen supervision.

Mental Health Technician & Teacher's Aide

08/1998 to 11/2005

The Pavilion Behavioral Health Center – Champaign, IL

- To provide direct supervision, group facilitation and therapeutic crisis intervention, both verbal and physical, for residential DCFS wards and other placed youth.

Education

Bachelor: General Studies**Eastern Illinois University**

GPA: 3.24, 1/7/12-5/1/13 Charleston, IL