

DATE: September 22, 2020

TO: City Clerk

FROM: City Representative Sam Morgan

ADDRESS: 300 N. Campbell St. 2nd floor, El Paso, TX TELEPHONE 915-212-0004

Please place the following item on the (Check one): CONSENT XXX REGULAR _____

Agenda for the Council Meeting of September 29, 2020

Re-Appointment of Carla Owen to the Committee on Border Relations by Representative Sam

Item should read as follows: Morgan, District 4

BOARD COMMITTEE/COMMISSION APPOINTMENT/REAPPOINTMENT FORM

NAME OF BOARD/COMMITTEE/COMMISSION: Committee on Border Relations

NOMINATED BY: Representative Sam Morgan DISTRICT: 4

NAME OF APPOINTEE Carla Owen
(Please verify correct spelling of name)

E-MAIL ADDRESS: _____

BUSINESS ADDRESS: _____

CITY: _____ ST: _____ ZIP: _____ PHONE: _____

HOME ADDRESS: _____

CITY: _____ ST: _____ ZIP: _____ PHONE: _____

DOES THE PROPOSED APPOINTEE HAVE A RELATIVE WORKING FOR THE CITY? YES: ____ NO X

IF SO, PLEASE PROVIDE HIS OR HER NAME, CITY POSITION AND RELATIONSHIP TO THE PROPOSED APPOINTEE:

HAS APPOINTEE BEEN A MEMBER OF OTHER CITY BOARDS/COMMISSIONS/COMMITTEES? IF SO, PLEASE PROVIDE NAMES AND DATES: N/A

LIST ALL REAL ESTATE OWNED BY APPOINTEE IN EL PASO COUNTY (BY ADDRESS):
N/A

WHO WAS THE LAST PERSON TO HAVE HELD THIS POSITION BEFORE IT BECAME VACANT?

NAME OF INCUMBENT: Carla Owen

EXPIRATION DATE OF INCUMBENT: May, 31, 2020

REASON PERSON IS NO LONGER IN OFFICE (CHECK ONE): TERM EXPIRED: X
RESIGNED _____
REMOVED _____

DATE OF APPOINTMENT: September 29, 2020

TERM BEGINS ON : June 1, 2020

EXPIRATION DATE OF NEW APPOINTEE: May 31, 2022

PLEASE CHECK ONE OF THE FOLLOWING: 1st TERM: _____
2nd TERM: X
UNEXPIRED TERM: _____

CARLA P. OWEN

Dedicated and compassionate bilingual professional, with extensive experience in working with various non-profit organizations and leadership. Fluent in Spanish; written/verbal. Excel in managing multiple projects concurrently, case management, problem solving and follow-through capabilities. Demonstrated ability to manage, motivate, and build cohesive teams that achieve results. Outstanding verbal and communication skills. Proficient with MS Windows; Microsoft Office.

CORE COMPETENCIES

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- | | | |
|--|---|--|
| <ul style="list-style-type: none">▪ Cross Cultural Awareness▪ Resilience▪ Coaching and Mentoring▪ Employee/Volunteer Training | <ul style="list-style-type: none">▪ Case Management▪ Project Management▪ Problem Resolution▪ Fundraising | <ul style="list-style-type: none">▪ Crisis Intervention▪ Organizational Leadership▪ Team Building▪ Community Outreach |
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CAREER OVERVIEW

DIRECTOR OF COMMUNITY & BINATIONAL AFFAIRS † FEBRUARY 2018 – PRESENT

DISTRICT OFFICE 29 OF SENATOR JOSÉ RODRÍGUEZ, EL PASO, TEXAS

- Assist with Senator's community initiatives and district advisory committees
- Actively promote the resources available through the office of the Senator and facilitate contacts with other local and governmental entities
- Serve as the Senator's primary liaison for all activities involving relations with Mexican governmental entities and officials
- Serve as the office contact and staff the Senator for the Border Environment Cooperation Commission (BECC)-North American Development Bank (NADB), and the BOrder legislative Conference (BLC) with Council of State Governments (CSG)
- Plan and organize special events (town halls, advisory committee meetings, etc.) and cultivate relationships with opinion leaders/activists
- Closely monitor all press, web, traffic, especially Spanish language media and serve as primary staffer for Spanish language media
- Assist Communications Director with all press inquiries; coordinate with Communications Director and Senator as needed, formulate and oversee social media strategy, including coordination of messaging across all platforms

RURAL STAFF † MAY 2017 – AUGUST 2017

CAMP FIRE ALASKA, ANCHORAGE, ALASKA

- Establish rapport with the Native American tribal council while cultivating the relationship between Camp Fire Alaska and the rural communities
- Emphasize the importance of healthy life choices, reduce high-risk behaviors, and encourage youth and community engagement
- Plan organized wellness, camp and educational activities for Native American youth ages 4-17 on a daily basis along with educating on water safety
- Collaborate with team to create two family based community events for the village, document meal program, activity outcomes and community feedback to secure funding for the organization

VOLUNTEER COORDINATOR † DECEMBER 2016 – FEBRUARY 2017

MOVEMENT ON THE GROUND, LESVOS, GREECE

- Assist and collaborate with International NGOs, in a multi-cultural environment, in filling in the gaps within Kara Tepe Refugee Camp such as: solar implementation, distribution of food, clothing, toys, and other needs to refugees

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- Direct refugees from Syria, Iraq, Afghanistan, Nepal, Angola and Lebanon to the right channels of communication in regards to interpretation, trauma services, and medical cases
 - Facilitate daily programs and coordinate international volunteers from Europe and the United States
 - Support coordinators from other programs with daily activities for minor and children refugees inside and out of the camp
 - Gather the correct documentation from volunteers and submit to camp management in a timely manner

EMPLOYMENT CASE MANAGER † AUGUST 2015 – APRIL 2016

REFUGEE SERVICES OF AUSTIN TEXAS, AUSTIN, TX USA

- Complete all case notes and program documentation, ensures accuracy and compliance within program guidelines and confirms timely delivery of services
- Conduct case work with refugees from Cuba, Iraq, Honduras, Colombia, Myanmar, Afghanistan and Syria along with human trafficking survivor cases
- Schedule appointments with refugees and assist
- Ensure timely data entry into agency and state funder databases
- Identify job opportunities, assist clients with development, formulation and implementation of employment service plan, resumes and job applications
- Develop, create, and maintain employment solutions for refugees and other displaced persons
- Perform interpretation between clients and employers, give cultural orientation, and facilitate job readiness classes every other week
- Serve as an advocate for clients with the food stamps office and employers
- Communicate, coordinate and promote program within community and partners
- Transport clients to job interviews safely and in a timely manner, assist clients with job applications, coordinate interviews, advocate for clients and follow-up with employers
- Respond promptly to employer requests and inquiries
- Help medical case managers from time to time with Spanish interpretation
- Facilitate domestic violence training to staff in regards to clients

VOLUNTEER AMBASSADOR/COORDINATOR † AUGUST 2014 – SEPTEMBER 2015

NATIONAL DOMESTIC VIOLENCE HOTLINE, AUSTIN, TX USA

- Actively participate in recruitment activities; ie: fairs, hosting open houses
- Develop and maintaining connections to potential pools in community
- Setting up tours and interviews with potential volunteers
- Facilitate in the hiring of volunteers, ie: interviewing, scoring, reference checks and offering of positions.
- Facilitating all post activities and tracking progress of volunteers
- Maintaining ongoing mentorship relationships and support of volunteers
- Facilitate shadow monitoring of new volunteer's first calls, and provide feedback
- Planning and facilitating quarterly volunteer meetings
- Coordinating appreciation activities and creating volunteer monthly newsletter
- Updating volunteer calendar and maintain accurate and up to date volunteer scheduling
- Ensuring accountability to ongoing and consistent communication from volunteers

BILINGUAL HOTLINE ADVOCATE † JULY 2012 – SEPTEMBER 2015

NATIONAL DOMESTIC VIOLENCE HOTLINE, AUSTIN, TX USA

- Provide crisis intervention, safety planning, education, advocacy and referrals to caller's as appropriate both in English and Spanish
- Collect demographic information on all calls (including TTY calls), enter caller's needs and caller's situations into caller application and documents referrals given to callers;
- Refer unresolved problems between service providers and the NDVH callers to Hotline Manager
- Assist program administration in keeping the database system updated by reporting all changes made in service provider information

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- Participate in any NDVH focus study efforts
 - Assist in overall office administration and maintenance, including answering the phone and maintaining common areas as necessary
 - Other duties as assigned
 - Accept calls from victims and/or the general public, provide referrals to local services; provides information/education about domestic violence
 - Accept calls from service providers; networks with service providers; receives updated service directory information from service providers
 - Place outgoing conference telephone calls to service providers to advocate for NDVH callers' needs; refers unresolved problems between service providers and NDVH callers to Hotline Manager; documents contacts and results
 - Maintain standards of conduct that are empowerment-based and nonjudgmental; respond to all calls in a professional manner with a tone of calmness, sensitivity, empathy and non-judgment; respond to all calls with accurate information; make effective and efficient use of time and information for each NDVH call
 - Participate in monthly in-services, team meetings and supervision with management
 - Adhere to the NDVH's Crisis Intervention Model and Guiding Principles
 - Remaining abreast of current practices with the field of Domestic Violence by participation in 6 yearly educational in-services, self-edification by attending voluntary webinar
 - Represent the organization at the Texas Human Trafficking coalition meetings

TEMPORARY YOUTH CARE WORKER † JULY 2011 – AUGUST 2011

SOUTHWEST KEYS, EL PASO, TX USA

- Provide direct care supervision for immigrant unaccompanied minors from Central America residing in the facility
- Document incident reports, daily activities, and informational reports
- Help clients with their English school homework and coordinate activity schedules
- Conduct intake services, provide direct care services to clients, and provide basic needs upon arrival

RESIDENTIAL SPECIALIST SUPERVISOR † DECEMBER 2008-MAY 2011

ROY MAAS YOUTH ALTERNATIVES, SAN ANTONIO, TX USA

- Work collaboratively with probations officers, caseworkers, school officials, children and youth that have been sexually and physically abused
- Responsible for documentation of reports for court, resident empowerment, and quality enhancement for the company
- In charge of shifts, supervise staff along with residents, administer proper medication, plan and implement services, activities, and/or skills training for group and individual work
- Maintain safety, confidentiality, and protection of clients

Volunteering

FAMILY ASSISTANCE CRISIS TEAM † FEBRUARY 2009 – SEPTEMBER 2011

SAN ANTONIO POLICE DEPARTMENT, SAN ANTONIO, TX USA

- Assist Police Officers with crisis situations dealing with domestic violence
- Create safety plans for victims of domestic violence, assist victims with filling out appropriate forms and protective orders and give them the appropriate resources needed
- Interpret from Spanish to English for Police Officers and victims

**Languages/ Continuing
Education**

Spanish: Native

Arabic: Beginner 3

- From April 2016-December 2016 I was residing in Rabat, Morocco learning Modern Standard Arabic.
- Bachelor's degree in progress: Political Science with a concentration in International Relations

Webinar Training

Islam and Domestic Violence,
Technology domestic violence safety

Inservice Training:

Northwest Network: Responding to domestic violence within LGBTQ community
The National Runaway Safeline: Human trafficking
Legal Resource Center: Interstate Custody
Casa Esperanza: Immigration and Domestic Violence
Rochester University: Suicide Prevention and intersection with domestic violence
Alaska Native Heritage Center: Native Alaskan cultural and cultural competency