

Xaviera White

Lake City, FL

Bachelor's in Management

Experience with Department of Children and Families Review Specialist

Child Protective Investigations

Experience not relevant to City Government

Xaviera G. White
127 NW Wiregrass Ct.
Lake City, FL 32055
zaywhite@yahoo.com
(904) 566-8162

February 2, 2024

Dear Hiring Board,

I am writing to express my enthusiasm for the City Manager position at the city of Lake City. With a robust background in leadership, community experience, a commitment to excellence, and a passion for community, I am confident in my ability to drive strategic growth and foster a culture of success within Lake City.

Throughout my career, I have consistently demonstrated an unwavering dedication to cultivating trust, transparency, and a compelling vision. I firmly believe that fostering a workplace environment built on trust is foundational to a thriving organization. My leadership style places a strong emphasis on transparent communication, empowering teams, and aligning efforts with a clear and compelling vision.

In one of my previous roles as Family Safety & Community Services Director, I spearheaded initiatives that propelled organizational success by promoting teamwork and elevating morale. Collaborating with diverse teams, community partners, I facilitated an environment where innovative ideas flourished, fostering a cohesive community partnership and motivated workforce.

At the core of my leadership philosophy lies the belief that a visionary leader inspires others to achieve greatness. I am committed to leveraging my experience from Department Children and Families to lead Lake City toward its strategic objectives while ensuring the highest standards of operational excellence.

I am excited about the opportunity to bring my expertise and passion to the City of Lake City and contribute to its continued growth and success. I am eager to discuss how my skills align with the vision and goals of your organization in more detail.

Thank you for considering my application. I look forward to the possibility of contributing to the exceptional work being done.

Warm regards,

Xaviera White, CPM

Xaviera White Leadership Philosophy:

My leadership philosophy is simple. My leadership is centered on trust emphasizing building relationships based on reliability and confidence, fostering open communication and accountability. Transparency involves sharing information openly and creating an environment of honesty. A clear vision guides the team towards common goals, inspiring motivation, and direction. Emphasizing teamwork cultivates collaboration, synergy, and support among team members enhancing overall morale and productivity. I have core values I use to inspire myself and my teams. These core values are simple yet necessary in daily operations to lead an organization. The core values I have used over the past 10 years are Accountability, Integrity, Respect, and Sense of Urgency (AIRS). I have utilized AIRS and have been able to decrease turnover, increase morale, and bring staff joy in their daily roles. I have a lot of great skills, one of my strongest skills is the ability to pull together unlikely teammates, identify common goals, and achieve them. I can utilize all the formal leadership styles: transformational, delegative, authoritative, transactional, participative and servant leadership style. To be a successful leader, you must be able to be adaptive based on the team or team member's skill set. My resume, reputation, and work history display my ability to consistently do more than enough to get by. I am a hard worker who teaches and displays that no job is too hard or too small. I understand as an executive leader in the city every role under my supervision is important, it is beneficial for the company when the team feels valued and gets value from their work. I am an optimistic positive professional who believes in getting the job done but also having fun, and building work environments where people love to work. I would love an opportunity to interview for the vacant City Manager position.

Published on *City of Lake City, FL* (<https://www.lcfla.com>)

[Home](#) > [Application for General Employment](#) > [Webform results](#) > Application for General Employment

Submission information

Form: [Employment Application](#) (1)
Submitted by Visitor (not verified)
Fri, 02/02/2024 - 9:14am
73.192.72.18

Today's Date Fri, 02/02/2024

Are you applying for a position within the Police Department? No

Which position are you applying for? City Manager

Are you over the age of 18? Yes

Are you eligible to work in the United States? Yes

Have you read the full job postings for the position in which you are applying? Yes

Are there any duties you are unable to perform? No

Are there any days or hours you are unable to work? No

Are you able to travel, if required? Yes

Expected Salary (annual): \$ 150,000

Have you ever been employed by the City of Lake City or Lake City Police Department? No

Do you have any relatives currently employed by the City of Lake City or Lake City Police Department? No

Why are you interested in working for the City of Lake City? I have 21 years of State Government experience. I have managed the Northeast Child Welfare Program for the last 2 years which consists of 20 counties with 464 staff. I have the experience, business acumen, relationship and communication skills to successfully fill the role of county manager. I would like to bring stability to the role and fill it for at least the next 5-10 years. I would like to work with the commissioners, mayor, and constituents to set goals and exceed goals for the City. I would like to be a part of the administration to create Lake City as a destination city. I have resided in Lake City since 2014. I grew up in Wellborn and spent much of my life in this area. I want to impact my community in a professional realm.

Applicant Information + Driver's History

Applicant Information

Full Name:
Xaviera G White

Social Security Number

Current Address

127 NW Wiregrass Court

City, State Zipcode

Lake City

Home phone number

9045668162

Cell phone number

9045668162

Email address

zaywhite@yahoo.com

Driver's History**Can you operate a motor vehicle?** Yes**Do you possess a valid Florida driver's license?** Yes**Have you ever possessed a driver's license or CDL of any kind from any other state?****Have you ever had your driver's license SUSPENDED or REVOKED?** No**List all traffic citations and crashes in the last five (5) years:** redlight ticket 2022 Clay County**Criminal History****Criminal History****Have you ever been convicted of, or pled guilty, no contest, or nolo contendere to a crime?**

No

Have you ever been a defendant in a civil action for intentional tort (e.g. assault, battery, intentional infliction of emotional distress), or an unlawful employment practice (e.g. sexual or racial harassment)? No**Have you ever been charged with a crime and either placed on court-ordered probation, had adjudication withheld, entered a pre-trial intervention program, or have any criminal charges pending now?** No**If you answered YES to any of the above, please fully explain below:****Education****Education****Depending on the position sought, you may be required to provide a copy of your high school or college transcripts, degrees, and/or professional registration.****Do you currently have a high school diploma?** Yes

High School Information

Name of School

Duncan U Fletcher Senior High

City and State

Jacksonville, FL

Date Graduated

05/1995

College or Technical School 1

Name of School

University of Phoenix

City and State

Phoenix, AZ

Years attended

2

Major

Business

Degree obtained

BS

College or Technical School 2

Name of School**City and State****Years attended****Major****Degree obtained****Certificates or additional training completed:**

Certified Public Manager- Florida State University

Supervising for Excellence- Florida State University

Work History

Work History.

Please give the complete name and address of all employers, including military employment. Please describe the major duties performed. A resume may be attached as a supplement; however, you must complete all information requested on the application. Begin with your most recent employer and list all previous employers in chronological order. Include a minimum of 5 years of employment. Please contact HR if you need to add additional employers to your application.

Employer 1 (Current or most recent)

Name of Company

State of Florida- Department Children and Families

Street Address

5920 Arlington Expressway

City, State, Zip

Jacksonville

Phone Number

3522846961

Dates Employed

04/2003-Present

Supervisor's Name

Mario Rubio

Pay Rate**Brief Description of Duties**

Family Safety & Community Services Director (Department of Children & Families - DCF) | 10/2021-11/2023

- Lead DCF Northeast Region's Family Safety Program Office, Child Protective Investigations, and Child Care Regulation programs by providing direct leadership resulting in an influential impact on the workforce, community, and the safety and well-being of children and families involved in our one system of care.
- Direct a team of 6 direct reports, including (3) Operations Managers and (1) Regional Program Manager, (1) Administrative Assistant, (1) Retention Specialist, and 460+ indirect team members responsible for child protective investigations, contracts, child care regulation, quality assurance, foster care licensing, training, and staff development.
- Accountable for a \$39 M Operating Expense budget overseeing 14 offices across 20 counties and a 2.6M+ population, developing and implementing solutions to ensure overall operations were executed with maximum efficiency, cost-effectiveness, sense of urgency, integrity, and quality.
- Accelerate programmatic high performance on state and federal measures and lead operational efficiencies by developing and empowering program leadership teams, providing hands-on guidance and support with innovative approaches, ensured continuity and sustainability of solid operations.
- Spearheaded employee professional development program for in-service to post-service training with practice experts, coaches, mentors, and support protocols.
- Cultivate partnerships with a diverse team of international, national, and community stakeholders to further the agency's mission.
- Set up a Family Navigation program that integrates mental health assessments and services upfront for clients.
- Implemented a Statewide program to assist with turnover and increase the applicant pool by changing the requirements for the frontline Child Protective Investigator Position.

Key Achievements 2021-2023

- Decreased vacancy rate from 35.8% to 8.7%.
- Increased victim-seen percentage from 86.6% to 92.5%.
- Decreased average caseload from 12.8 to 9.2 cases.
- Decreased CPI with open investigation over 20 from 7.88% to 0.0%

State-Wide Operations Review Specialist (Department of Children & Families-DCF) | 11/2023-Present

- Provide Quality office Reviews regarding Child Abuse and Neglect cases around the state.

- Provide Training to front-line state, Supervisors, and Program Administrators regarding Child Safety.
- Complete consultation to guide safety decision

Reason for Leaving
Still Employed

Employer 2

Name of Company

Street Address

City, State, Zip

Phone Number

Dates Employed

Supervisor's Name

Pay Rate

Brief Description of Duties

Reason for Leaving

Employer 3

Name of Company

Street Address

City, State, Zip

Phone Number

Dates Employed

Supervisor's Name

Pay Rate

Brief Description of Duties

Reason for Leaving

Neighborhood Survey.

Please list three (3) of your closest neighbors where you now reside, preferably ones on each side of you and behind you. If for some reason this is not practical, such as you live in a rural area or don't have close neighbors, list the nearest ones and list and explanation below.

Neighbor 1

Full Name

Nickname

Address

City, State Zip

Home Phone

Cell Phone

Occupation

Business Address

Business Phone

Neighbor 2

Full Name

Nickname

Address

City, State Zip

Home Phone

Cell Phone

Occupation

Business Address

Business Phone

Neighbor 3

Full Name

Nickname

Address

City, State Zip

Home Phone

Cell Phone

Occupation

Business Address

Business Phone

Additional Comments

Personal References

Reference 1

Full Name

Nickname

Address

City, State Zip

Home Phone

Cell Phone

Business Address

Occupation

Business Phone

Reference 2

Full Name

Nickname

Address

City, State Zip

Home Phone

Cell Phone

Occupation

Business Address

Business Phone

Reference 3

Full Name

Nickname

Address

City, State Zip

Home Phone

Cell Phone

Business Address

Business Phone

Occupation

Veteran Information

Have you ever served in the Armed Forces?

No

FRS Information

Florida Retirement System (FRS) - Certification form

This form is not an offer of employment or an enrollment form. If hired, a Retirement Choice kit may be mailed to your home with enrollment instructions

Have you ever been a member of a State of Florida administered retirement plan?

Yes

If you are not retired and earned FRS service after certain periods in 2002 (depending on your employer), you must rejoin the FRS retirement plan you were enrolled in when you terminated FRS-covered employment. You may have a one-time 2nd Election to switch FRS retirement plans. Also, alternative retirement programs are available to certain employees. Contact your employer for deadline and other information.

I was or currently am a member of the following State of Florida administered plan:

Section II

FRS Investment Plan

Agency Name

Department Children and Families

Current or Former FRS Employer

Department Children and Families

Signature (By typing your name here you are electronically signing this form.)

Xaviera G White

Are you retired as defined in the statement above?

No

Section III

I am NOT retired from any State of Florida administered retirement plan. I understand that if it is later determined that I was a retiree and was reemployed during the first 6 calendar months after I retired or after my DROP termination date, or at any time during the 7th through the 12th months after I retired or after my DROP termination date, I must repay all unauthorized benefits received (see Section IV for details), or, if in the Investment Plan, terminate my employment. My employer may also be liable for repaying any unauthorized benefits I received.

Signature (By typing your name here you are electronically signing this form.)

Xaviera G White

Documents

Document upload

Please upload any documents here. Documents must be submitted as either .rtf, .doc, .docx, or .pdf
Items noted with a * are required.

Resume

xavierawhite_11.23.docx [2]

High School Diploma

xw_hs_diploma.pdf [3]

Driver's License

xw_id.pdf [4]

Birth Certificate

College Degrees/Transcripts

xw_transcript.pdf [5]

Other Certificates

xw_certificate.pdf [6]

DD214

EEO

EEO Self-Identification Form

Federal Laws and regulations require that the City incorporate a procedure for obtaining information necessary to conduct an applicant flow and selection analysis to determine the number of persons protected under those laws and whether or not the present selection system has an adverse effect on any protected group.

****Completion of this form is strictly voluntary****

Do you wish to self identify?

Yes

Race/National Origin: (Definitions from EEOC Form 221)

Black (not of Hispanic origin): All persons having origins in any of the black racial groups.

Sex

Female

Individual with Disabilities?

No

Special Disabled Veteran?

No

Vietnam Era Veteran?

No

Other Eligible Veteran?

No

How did you learn of the job opening?

Job Posting

According to 41 CFR 60-41.42, there are only two circumstances when an employer may ask a disabled applicant to self-identify on a pre-offer basis:

(1) The invitation is made when the contractor actually is undertaking affirmative action for individuals with disabilities at the pre-offer stage; or (2) The invitation is made pursuant to a Federal, state or local law requiring affirmative action for individuals with disabilities.

According to 41 CFR 60-250.42, there are only two circumstances under which an employer may ask applicants who are Special Disabled Veterans to self-identify on a pre-offer basis:

(1) The invitation is made when the contractor actually is undertaking affirmative action for special disabled veterans at the pre-offer stage; or (2) The invitation is made pursuant to a Federal, state or local law requiring affirmative action for special disabled veterans.

Individual with disabilities: Defined as a person who (1) has a physical or mental impairment which substantially limits one or more of his or her major life activity(s), (2) has a record of such impairment(s), or (3) is regarded as having such impairment(s). For purposes of this definition, an individual with disability(s) is substantially limited if he or she is likely to experience difficulty in securing, retaining, or advancing in employment because of disability(s).

Special Disabled Veteran: Defined as a veteran who is entitled to disability compensation (or who but for the receipt of military retired pay would be entitled to compensation) under laws administered by the Veterans Administration for a disability (i) rated at 30% or more, or (ii) rated at 10% or 20% in the case of a veteran who has been determined under Section 1506 to have a serious employment disability, or a person who was discharged from active duty because of a service-connected disability.

Veteran of the Vietnam Era: Defined as a veteran who (a) served on active duty in the Republic of Vietnam between February 28, 1961 and May 7, 1975, or (b) served on active duty for a period of more than 180 days, any part of which occurred between August 5, 1964 and May 7, 1975, and was discharged or released from there with other than a dishonorable discharge, or (c) was discharged or released from active duty for a service-connected disability if any part of his or her active duty was performed between August 5, 1964 and May 7, 1975.

Other Eligible Veteran: Defined as any veteran who served in a "war" declared by Congress, in a campaign or on an expedition for which a campaign badge, or service medal, or an expeditionary medal has been awarded.

Record Check

Record Check Authorization

Please Read Carefully Before Signing.

1. I HEREBY AUTHORIZE that all the facts and information on this employment application are true and complete. I understand that any false, incomplete or misleading information given by me on this application is sufficient cause for rejection of this application. I also understand and agree that any such false, incomplete, or misleading information discovered on this application at any time after I am employed may result in my dismissal.

2. I HEREBY AUTHORIZE the City to investigate all statements contained in this application, to interview the references and previous employers listed in this application, and to obtain a report from a consumer reporting agency to be used for employment purposes in accordance with Fair Credit Reporting Act, to conduct a record check on my background to include but not be limited to the following: criminal and driving check, employment and performance record and educational records. I authorize the references, previous employers, and school or other education institution, credit bureau, lending institution, consumer reporting agency or public agency listed to give the City all the facts, opinions and evaluations concerning my previous employment and any other information they may have, personal or otherwise, and I HEREBY RELEASE and save harmless the addressee, its officers, agents, servants or employees from and against any and all liability, claims, demands, damages, expenses, fees, fines, penalties, suits, proceedings, actions and costs of actions, including attorney's fees of any kind and nature arising or growing out of or in any way connected with the disclosure of requested information.

3. If I am offered employment, I understand that such an offer will be conditioned upon satisfactory results of a background investigation and/or City medical examination or inquiry, including a drug screening test. If then employed, I understand that I will be required to serve a probationary period. I further understand that my employment and compensation can be terminated, with or without cause or notice, at any time, regardless of the successful completion of my probationary period, at the option of either the City or myself. I understand that no supervisor or other representative of the City other than the City Manager has any authority to enter into any agreement for employment for any specified period of time, or to make any agreement contrary to the foregoing. I further authorize on going procurement of the above mentioned reports at any time during my employment.

By typing your name here you are electronically signing that you fully understand and voluntarily agree with the above items.

Xaviera G White

Today's Date

Fri, 02/02/2024

Certificate of Applicant

Certificate of Applicant

I hereby certify that all information given on this application is true and correct to the best of my knowledge and I understand that any false information given on this application shall constitute cause to withdraw the application from consideration for any position with the City of Lake City or termination of employment with the City of Lake City. Inquiry as to past employment of any on the job performance may be conducted and all past and current employers will be contacted. I release the City of Lake City and any past or current employers and other individuals contacted from any liability for release of information regarding my employment.

Applications of municipalities are considered public documents according to Florida Statutes and are open to public inspection upon request. Applications will remain active until position applied for is filled.

By typing your name here you are electronically signing this application:

Xaviera G White

Today's Date

Fri, 02/02/2024

Source URL:<https://www.lcfla.com/node/6533/submission/16893>

Links

[1] <https://www.lcfla.com/hr/webform/employment-application> [2]

https://www.lcfla.com/system/files/webform/xavierawhite.23_0.docx [3]

https://www.lcfla.com/system/files/webform/xw_hs_diploma.pdf [4] https://www.lcfla.com/system/files/webform/xw_id.pdf [5]

https://www.lcfla.com/system/files/webform/xw_transcript.pdf [6]

https://www.lcfla.com/system/files/webform/xw_certificate.pdf

XAVIERA G. WHITE

127 NW Wiregrass Ct., Lake City, FL 32055 • (904) 566-8162 • zavwhite@yahoo.com • <https://www.linkedin.com/in/xavier-white-a6718a43/>

EXECUTIVE LEADER | CHILD & YOUTH DEVELOPMENT ◦ CARE ◦ WELFARE ◦ OUTREACH ◦ EDUCATIONAL PROGRAMS

- 18 Years Child/Youth Development | Social Services
- Workforce Planning | Development | Programs
- Interagency | External Agency Relationships
- Complex Situation | Conflict Resolution
- Leadership | Interpersonal Competence
- Budget Management | Cost Reduction
- Program Management | Design
- Business Analysis | Best Practices
- Employee Retention Initiatives
- Executive | Stakeholder Presentations
- Leadership | Team Management
- Coaching | Training | Development
- Background Investigations
- Process Improvement
- Organizational Management

PROFESSIONAL EXPERIENCE

STATE OF FLORIDA

04/2003-Present

State-Wide Operations Review Specialist (Department of Children & Families-DCF) | 11/2023- Present

- Provide Quality office Reviews regarding Child Abuse and Neglect cases around the state.
- Provide Training to front line state, Supervisors, Program Administrator regarding Child Safety.
- Complete consultation to guide safety decision

Family Safety & Community Services Director (Department of Children & Families - DCF) | 10/2021-11/2023

- Lead DCF Northeast Region's Family Safety Program Office, Child Protective Investigations, and Child Care Regulation programs by providing direct leadership resulting in an influential impact on the workforce, community, the safety and well-being of children and families involved in our one system of care.
- Direct a team of 6 direct reports, including (3) Operations Managers and (1) Regional Program Manager, (1) Administrative Assistant, (1) Retention Specialist, and 460+ indirect team members responsible for child protective investigations, contracts, child care regulation, quality assurance, foster care licensing, training and staff development.
- Accountable for a \$39 M Operating Expense budget overseeing 14 offices across 20 counties and a 2.6M+ population, developing and implementing solutions to ensure overall operations were executed with maximum efficiency, cost effectiveness, sense of urgency, integrity, and quality.
- Accelerate programmatic high performance on state and federal measures and lead operational efficiencies by developing and empowering program leadership teams, providing hands on guidance and support with innovative approaches, ensured continuity and sustainability of solid operations.
- Spearhead employee professional development program for in-service to post-service training with practice experts, coaches, mentors, and support protocols.
- Cultivate partnerships with a diverse team of international, national, and community stakeholders to further the agency's mission.
- Set up Family Navigation program which integrates mental health assessments and services upfront for client.
- Implemented Statewide program to assist with turnover and increase applicant pool by changing the requirements for the frontline Child Protective Investigator Position.

Key Achievements 2021-2023

- Decreased vacancy rate from 35.8% to 8.7%.
- Increased victim seen percent from 86.6% to 92.5%.
- Decreased average caseload from 12.8 to 9.2 cases.
- Decreased CPI with open investigation over 20 from 7.88% to 0.0%

Operations Manager - Child Protective Investigations (DCF) | 01/2021-10/2021

Oversight: 14 counties (Circuit 3 & Circuit 8)

- Direct all management and administrative oversight of Child Protective Investigations for Judicial Circuits 3 and 8 across 14 counties encompassing 815K+ residents responsible for contracts, program development, policy implementation and strategic planning success.
- Manage a team of 3 Program Administrators, 1- Staff Assistant, 2- Field Consultants, 1- Retention Specialist providing oversight to 8 service centers and guiding the child abuse investigations, 200 indirect staff, performance measure development, office organization, budgetary planning, and data analysis.
- Responsible for the daily operations, assessing and evaluating the effectiveness of individual and program performance, and identifying opportunities for enhancements.
- Provide guidance, support, and direction to all CPI staff, measuring, analyzing, and identifying trends in performance and implementing strategic action plans to achieve and exceed goals in regional performance.
- Direct operations for the two circuits Child Abuse Investigation program.
- Develop professional relationships within the community including Law Enforcements, Judicial System, School Officials, Hospital Administrators, Social Workers, Community Leaders, Child Welfare professionals, Daycare Directors, Foster Parents, and Mental Health Administrators.
- Provided child protective investigation and agency operational oversight and guidance to staff in Circuit 3 and Circuit 8.

Key Achievements

Trained 3 Child Protective Investigative Supervisor (CPIS) who were promoted from CPIS to Program Administrator and 1 promoted to Senior Human Service Program Specialist

Spearheaded employee Recognition Program for NER driving staff retention

Program Administrator - Child Protective Investigations (DCF) | 04/2018-01/2021

Oversight: 4 Counties - Alachua / Dixie / Gilchrist / Levy Counties (Circuit 8)

- Provided management and administrative oversight for Child Protection Investigation Units across 4 counties with 345 thousand + residents, managing a 12-person team including 8 Child Protective Supervisors, 1-Specialist, 1- Administrative Professional, and 2- Field consultants, provide oversight to 2 service centers.
- Accountable for oversight, fiscal management, quality assurance, policy interpretation training, program development, planning, and technical assistance to operational staff to drive performance in moving investigations to safe closure.
- Led the Service Center by focusing on teamwork, peer support, and promoting a high level of moral support for child abuse and neglect investigations and protective services.
- Responsible for all daily operations involving child abuse investigations and adherence to the rules and regulations of Chapter 39, Florida Statutes: Proceedings Relating to Children.
- Interacted daily with the public and community partners including Law Enforcements, School Officials, Hospital Administrators, Social Workers, Community leaders, Child Welfare professionals, Daycare Directors, Foster Parents, Mental Health Administrators.
- Ensured implementation of procedures and key initiatives to improve the delivery of services to the abused, neglected, abandoned, and indigent in the region.
- Provided community training and awareness for agency professional and volunteer staff.
- Staff-maintained caseloads, within the PA of Circuit 8, of 14 or less for over 15 months.
- Monitored performance metrics for supervisors over the Child Protective Investigations area as defined by the program director.
- Participated in the recruitment of child protective investigators and implemented inspirational leadership resulting in 75% staff retention.

Key Achievements
Trained 8 new investigators leading to them ultimately being promoted to Child Protective Investigative Supervisors
•
Coached investigators to improve efficiency resulting in a reduction of 70% of the backlog in 5-6 months

Child Protective Investigator Supervisor (DCF) | 04/2014-04/2018

Oversight: 2 Counties - Columbia / Baker (Part of Circuit 3) | - 27 Months & Oversight 1 County - Alachua (Part of Circuit 8) - 20 Months

- Supervised and coached ~7 Child Protective Investigators and ~1 Staff Assistant supporting staff by planning workloads, workflows, deadlines, work objectives, and time utilization.
- Directed team on the ongoing investigations of an allegation of child abuse, threatened harm, and neglect, ensuring requirements are met, allegations of abuse are addressed, and a disposition of the case occurs within a reasonable time frame specified by the agency.
- Conducted risk assessment reviews, provided guidance, trained new staff, and utilized data to monitor staff performance and increase staff output and effectiveness within the unit.
- Possessed a thorough knowledge of child developmental patterns at all ages and the ability to interview children of any age, training new employees to evaluate abuse claims.
- Participated in the recruitment, selection, and hiring of child protective investigators and provided individual coaching which resulted in staff retention in a stressful occupation.
- Provided community education through public presentations to the daycares, schools, hospitals, and law enforcement partners.
- Offered subject matter expertise regarding complex domestic violence, medical neglect, human trafficking, and death cases.

Key Achievement
Certificate of Commendation as a 2015 Davis Productivity Awards recipient for improving the Case transfer process for judicial cases in Circuit 3

Child Protective Investigator (DCF) | 12/2010-04/2014

Oversight: 1 County - Duval

- Conducted child abuse investigations for ~20 cases at a time within the Duval County Florida Department of Children and Families, responding to allegations of abuse, neglect, abandonment, or maltreatment of the vulnerable.
- Interacted with attorneys for Child Welfare Legal Services and the Guardian Ad Litem's program to conduct child risk and safety assessments and appear in court when necessary.
- Completed consultations with child welfare stakeholders such as caregivers, children, school personnel, law enforcement officials, and medical professionals to obtain information pertinent to investigative findings.
- Created and updated various reports, including contact notes, assessments, and court documents regarding the investigative and case management process.

Key Achievement
Ensured that caseloads remained low by organizing and closing up to 15+ cases within the first 60 days

- Performed needs assessments to determine the level of service intervention required for families and counseled family members regarding community resources available for counseling services, mental health services, and medical case management within their local communities.

Economic Self Sufficiency Specialist Supervisor (DCF) | 07/2009-12/2010

Oversight: All Florida Counties

- Supervised a team of ~12 within Economic Self Sufficiency Specialists (Level I and II), coaching and developing team members by providing frequent feedback on all aspects of performance.
- Monitored workers through the Data and Reports system, tracking and reporting daily statistics of calls handled, average talk time, average DND time, and feedback on how the team member handled difficult client calls.
- Oversaw casework to ensure team was qualifying eligibility for the public assistance programs, including cash, food stamps, and Medicaid.

Economic Self Sufficiency Specialist (DCF) | 09/2005-06/2009

Oversight: All Counties (28 Months) / Oversight: 3 Counties – Madison / Taylor / Jefferson (27 Months)

- Conducted comprehensive interviews to determine clients' eligibility for public assistance programs across all Florida counties.
- Consulted up to 65 clients daily to determine the eligibility of applicants and recipients for public assistance programs, including food assistance (SNAP), Medicaid, and temporary cash assistance (TANF).

Previous Role: Secretary Specialist (Department of Corrections) | 04/2003-09/2005

EDUCATION / CERTIFICATIONS / PROFESSIONAL DEVELOPMENT

Certified Public Manager | Florida State University

Business Science Management | University of Phoenix

Professional Certification: Trauma & Resilience: Level 1 / Mandell Safe and Together Model / Supervising for Excellence

Training: Child Welfare Safety Practice / Safety Planning Expert / Present Danger Assessment Professional/ Lean Six Sigma White Belt

TECHNICAL SKILLS

Access | Accurint | ACT | Advanced Excel, Word, Outlook, PowerPoint | Avaya Internet Telephony System | Aventa | Case Management Systems (CMS) | CCIS (Florida Court record system) | CJIS | CLEAR (thomasoneruters.com) | Court Net | Court View | DAVID system. | DCF portal | Delinquency and Crystal Report | DJJ | E-docket | Electronic Benefits Transfer (EBT) | Florida Blue Zone Access Program | Florida Department of Transportation (DAVE) | Florida Medicaid Management Information System (FMMIS) | Florida Safe Family Network (FSFN) | Government Information Systems | Home SafeNet | Kronos | Lexis Nexis | Link analysis | Microsoft Office Suite | My Florida Market Place | OneNote | Publisher | Qualtrics | The Work Number | TJAIL | Vital Statistics

Annex U. Fletcher Senior High School

Neptune
Beach



Martha

This Certifies That

Kaviera Guindilene Brown

having satisfactorily completed all requirements of laws and standards for high school graduation as prescribed by the State Board of Education and the District School Board is hereby awarded this

Diploma

by order of the Duval County District School Board

June 8, 1995



Jerry F. Zenke
Superintendent of Schools

Bill Cook
Chairman, School Board

Jerry J. Dumble
Principal



Florida

DRIVER LICENSE



Date Issued: 01/13/2020
 Record of: XAVIERA G WHITE
 Student Number: 9015803446
 Birthdate: 11/21/1976
 Enrollment Status: Graduated
 Effective Date: 07/06/2009

SENT TO:
 XAVIERA WHITE
 1370 SW INDIAN GLEN
 LAKE CITY, FL 32025
 US

Prior Schools Attended	Credits	Degrees
FLORIDA GATEWAY COLLEGE	59.00	
NORTH FLORIDA COMMUNITY COLLEGE	6.00	

Mo/Yr	Course ID	Course Title	Grade	Credits Attempted	Credits Earned	Quality Points	Rep
UNIVERSITY OF PHOENIX							
01/2007	GEN/300	SKILLS FOR PROFESSIONAL DEVELOPMENT	B	3.00	3.00	9.00	
02/2007	MGT/330	MANAGEMENT THEORY, PRACTICE, AND APPLICATION	W	0.00	0.00	0.00	
03/2007	MGT/330*	MANAGEMENT THEORY, PRACTICE, AND APPLICATION	B+	3.00	3.00	9.99	
04/2007	MGT/350	CRITICAL THINKING: STRATEGIES IN DECISION MAKING	B	3.00	3.00	9.00	
05/2007	RES/320	FOUNDATIONS OF RESEARCH	A-	3.00	3.00	10.98	
06/2007	COMM/470	COMMUNICATING IN THE VIRTUAL WORKPLACE	B-	3.00	3.00	7.98	
08/2007	PSY/320	HUMAN MOTIVATION	W	0.00	0.00	0.00	
09/2007	PHL/323	ETHICS IN MANAGEMENT	W	0.00	0.00	0.00	
01/2008	PSY/320	HUMAN MOTIVATION	C+	3.00	3.00	6.99	
02/2008	SOC/315	CULTURAL DIVERSITY	D	3.00	3.00	3.00	
03/2008	PHL/323	ETHICS IN MANAGEMENT	B+	3.00	3.00	8.01	
05/2008	MTH/203	COLLEGE MATHEMATICS I	B+	3.00	3.00	9.99	
07/2008	PSY/428	ORGANIZATIONAL PSYCHOLOGY	B+	3.00	3.00	9.99	
08/2008	PHL/458	CREATIVE MINDS AND CRITICAL THINKING	B	3.00	3.00	9.00	
09/2008	PSY/430	TEAM DYNAMICS FOR MANAGERS	B-	3.00	3.00	8.01	
10/2008	TBC/401	HUMAN FACTORS IN TECHNOLOGY	B+	3.00	3.00	9.99	
11/2008	FIN/324	FINANCIAL ANALYSIS FOR MANAGERS I	C	3.00	3.00	6.00	
01/2009	GEN/480	INTERDISCIPLINARY CAPSTONE COURSE	A-	3.00	3.00	11.01	
02/2009	REL/133	WORLD RELIGIOUS TRADITIONS I	A-	3.00	3.00	11.01	
03/2009	COMM/215	DIVERSITY ISSUES IN COMMUNICATION	A-	3.00	3.00	11.01	
04/2009	SOCC/105	INTRODUCTION TO POPULAR AMERICAN CULTURE	B-	3.00	3.00	8.01	
06/2009	PSY/310	HISTORY AND SYSTEMS IN PSYCHOLOGY	C+	3.00	3.00	6.99	

GPA	Credits Attempted	Credits Earned	Quality Points
Total Cumulative Credits:			
	57.00	57.00	165.96
UORX Cumulative:	2.91	57.00	57.00

BSHS/M Program GPA : 2.91
 BSM Program GPA : 2.91

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University of Phoenix

University of Phoenix
Registrar's Office
4035 S. Riverpoint Parkway
Phoenix, AZ 85046
1-800-856-3919

Date Issued: 01/13/2020
Record of: XAVIERA G WHITE
Student Number: 99158054467
Birthdate: 11/21/1976
Enrollment Status: Graduated
Effective Date: 07/06/2009

UNIVERSITY OF PHOENIX
DEGREES, CERTIFICATES

BACHELOR OF SCIENCE IN MANAGEMENT: COMPLETED 07/06/2009, CONFERRED 07/2009

*****End of Transcript*****



Academic Record **Xaviera Gwendiline White**

Date of Birth: 21-NOV-1976

North Florida Community College

Soc. Sec. No: [REDACTED]

325 NW Turner Davis Drive

NFCC Student ID: G00408772

Madison, FL 32340

Date issued: 27-AUG-2010

Voice: 850-973-1620 Fax: 850-973-1697

Course Level: Credit

High School: In-State High School 09-JUN-1995
Florida Resident

CLAST SCORES

Test	Test Date	Score
Math		
Read		
Write		
Essay		

Xaviera White
5350 Arlington Exprwy #3110
Jacksonville, FL 32211

High School: In-State High School 09-JUN-1995

SUBJ NO. COURSE TITLE CRED GRD PTS R

TRANSFER CREDIT ACCEPTED BY THE INSTITUTION:

Spring 2002 Florida Gateway College

ENC 0010C Bas Write Skills I 3.00 A
 FIN 2001 Prin of Finance 3.00 C
 IDS 1030 Cult Anthro 3.00 B
 Hrs: 9.00 GPA-Hrs: 6.00 Qpts: 15.00 GPA: 2.50

Summer 2002 Florida Gateway College

AMH 2020 Amer History II 3.00 B
 DEP 2004 Human Development 3.00 B
 IDS 1031 Phil & Rel 3.00 C
 Hrs: 9.00 GPA-Hrs: 9.00 Qpts: 24.00 GPA: 2.66

Fall 2002 Florida Gateway College

ENC 1102 Fresh English I 3.00 C
 EQB 1001 Western Civ II 3.00 A
 IDS 1032 Art & Music 3.00 C
 PSY 2012 Gen Psychology 3.00 C
 Hrs: 12.00 GPA-Hrs: 12.00 Qpts: 30.00 GPA: 2.50

Spring 2003 Florida Gateway College

EUR 1000 Western Civ I 3.00 C
 SYG 2410 Marriage & Family 3.00 A
 Hrs: 6.00 GPA-Hrs: 6.00 Qpts: 18.00 GPA: 3.00

Fall 2003 Florida Gateway College

BSC 2055C Human A&P I 4.00 B
 IDS 1033 Child Dev 3.00 B
 MAT 0002C Dev Arithmetic 3.00 B
 SYG 1000 Intro Sociology 3.00 B
 Hrs: 13.00 GPA-Hrs: 10.00 Qpts: 30.00 GPA: 3.00

***** CONTINUED ON NEXT COLUMN *****

SUBJ NO. COURSE TITLE CRED GRD PTS R

Transfer Information continued:

Spring 2004 Florida Gateway College

BSC 2056C Human A&P II 4.00 C
 MAT 0024C Intro Algebra 3.00 C
 SPC 1500 Fund of Speech 3.00 C
 SYG 2010 Social Problems 3.00 A
 Hrs: 13.00 GPA-Hrs: 10.00 Qpts: 26.00 GPA: 2.60

INSTITUTION CREDIT:

Spring 2006

ENC 1102 Fresh English II 3.00 F 0.00
 MAT 1033 Inter Algebra 3.00 F 0.00
 Hrs: 0.00 GPA-Hrs: 3.00 Qpts: 0.00 GPA: 0.00
 Good Standing

Fall 2006

ECO 2013 Princ Economics I 3.00 C 6.00
 MAT 1033 Inter Algebra 3.00 C 6.00
 Hrs: 6.00 GPA-Hrs: 6.00 Qpts: 12.00 GPA: 2.00
 Good Standing

***** TRANSCRIPT TOTALS *****

	EARNED HRS	GPA HRS	POINTS	GPA
TOTAL INSTITUTION	6.00	9.00	12.00	1.33
TOTAL TRANSFER	62.00	53.00	143.00	2.69
OVERALL:	68.00	62.00	155.00	2.50

***** END OF TRANSCRIPT *****

AN OFFICIAL SIGNATURE ENVELOPE ON A BURGUNDY BACKGROUND



MARY ANNE WHEELER
REGISTRAR

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Date Issued: 30-AUG-2010
 Student Name: Xaviera G. White
 Student ID: 10052862
 Date of Birth: 21-NOV-1976
 SSN: [REDACTED]
 Residency: Florida Resident

PLACEMENT SCORES

Test	Score	Test Date

CLAST SCORES

Test	Score	Test Date
Math		
Read		
Write		
Essay		

Issued To: Xaviera White
 5350 Arlington Expy Apt 3110
 Jacksonville, FL 32211-6823

Course Level: Undergraduate

SUBJ NO.	COURSE TITLE	CRED	GRD	PTS	R	SUBJ NO.	COURSE TITLE	CRED	GRD	PTS	R
INSTITUTION CREDIT:						Institution Information continued:					
Spring Term 1996						PSY 2012 GENERAL PSYCHOLOGY 3.00 C 6.00 I					
ENC 1101	FRESHMAN COMP 1	3.00	W	0.00		Ehrs: 12.00 GPA-Hrs: 12.00 QPts: 30.00 GPA: 2.50					
MAT 0025	INTERMEDIATE ALGEBRA	3.00	F	0.00		Good Standing					
REA 0001	PREPARATORY READING	4.00	W	0.00		Spring Term 2003					
SPC 1025	ORAL COMMUNICATIONS	3.00	W	0.00		CTEX 0933	SPECIAL TOPICS 16	0.00	NC	0.00	
Ehrs: 0.00 GPA-Hrs: 3.00 QPts: 0.00 GPA: 0.00						CTEX 0934 SPECIAL TOPICS 24 0.00 NC 0.00					
Good Standing						ECO 2023 PROBLEM ECONOMICS 2 3.00 W 0.00					
Spring Term 2002						ENC 1102 FRESHMAN COMP 2 3.00 D 3.00					
ANT 2410	CULTURAL ANTHROPOLOGY	3.00	B	9.00		EUH 2000	WESTERN CIVILIZATION I	3.00	C	6.00	
WR 0010	PRINCIPLES OF WRITING	3.00	A	12.00		SYG 2430	MARRIAGE AND THE FAMILY	3.00	A	12.00	
FIN 2001	PRINCIPLES OF FINANCE	3.00	C	6.00		Ehrs: 9.00 GPA-Hrs: 9.00 QPts: 21.00 GPA: 2.33					
WR 0001	PRINCIPLES OF READING	3.00	A	12.00		Good Standing					
Ehrs: 12.00 GPA-Hrs: 12.00 QPts: 39.00 GPA: 3.25						Fall Term 2003					
Good Standing						BSC 2085 ANAT & PHYSIOLOGY 1 3.00 B 9.00					
Summer I 2002						BSCI 2085 ANAT/PHYSIO I LAB 1.00 C 2.00					
AMH 2020	U.S. SINCE 1865	3.00	B	9.00		DEP 2001	CHILD DEVELOPMENT	3.00	B	9.00	
PSY 2012	GENERAL PSYCHOLOGY	3.00	F	0.00 E		MAT 0002	DEVELOP ARITHMETIC W/ALGEBRA	3.00	B	9.00	
Ehrs: 3.00 GPA-Hrs: 3.00 QPts: 9.00 GPA: 3.00						SYG 1000 SOCIOLOGY 3.00 B 9.00					
Good Standing						Ehrs: 13.00 GPA-Hrs: 13.00 QPts: 39.00 GPA: 2.92					
Summer II 2002						Good Standing					
DEP 2004	HUMAN GROWTH & DEVELOP	3.00	B	9.00		Spring Term 2004					
HUM 2551	PHILOSOPHY & RELIGION	3.00	C	7.50		BSC 2086	ANAT & PHYSIOLOGY 2	3.00	C	6.00	
Ehrs: 6.00 GPA-Hrs: 6.00 QPts: 16.50 GPA: 2.75						BSCI 2086 ANAT/PHYSIO II LAB 1.00 C 2.00					
Good Standing						MAT 0024 ELEMENTARY ALGEBRA 3.00 C 6.00					
Fall Term 2002						SPC 2600 PUBLIC SPEAKING 3.00 C 7.50					
ENC 1101	FRESHMAN COMP 1	3.00	C	6.00		SYG 2010	SOCIAL PROBLEMS	3.00	A	12.00	
EUH 2001	WESTERN CIVILIZATION II	3.00	A	12.00		Ehrs: 13.00 GPA-Hrs: 13.00 QPts: 33.50 GPA: 2.57					
MUS 2511	ART AND MUSIC	3.00	C	6.00		Good Standing					
***** CONTINUED ON NEXT COLUMN *****						Fall Term 2004					
*****						GLY 1001 EARTH SCIENCE 3.00 F 0.00					
*****						MAT 1033 INTERMEDIATE ALGEBRA 3.00 W 0.00					
*****						***** CONTINUED ON PAGE 2 *****					

STUDENT PRIVACY:

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Gale Hunter
 REGISTRAR

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Date Issued: 30-AUG-2010
 Student Name: Xaviera G. White
 Student ID: 10052862
 Date of Birth: 21-NOV-1976
 SSN: XXXXXXXXXX
 Residency: Florida Resident

PLACEMENT SCORES		
Test	Score	Test Date

CLAST SCORES		
Test	Score	Test Date
Math		
Read		
Write		
Essay		

SUBJ NO.	COURSE TITLE	CRED	GRD	PTS	R
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Institution Information continued:
 NUR 1192 NUTRITION 3.00 W 0.00
 PSC 1341 PHYSICAL SCIENCE 3.00 W 0.00
 Ehrs: 0.00 GPA-Hrs: 3.00 QPts: 0.00 GPA: 0.00

Good Standing

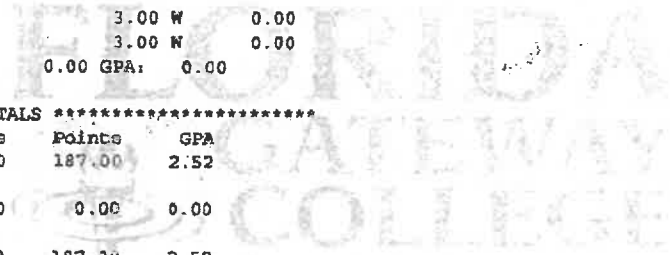
Spring Term 2005

1102 FRESHMAN COMP 2 3.00 W 0.00
 1033 INTERMEDIATE ALGEBRA 3.00 W 0.00
 Ehrs: 0.00 GPA-Hrs: 0.00 QPts: 0.00 GPA: 0.00

Good Standing

***** TRANSCRIPT TOTALS *****				
	Earned Hrs	GPA Hrs	Points	GPA
TOTAL INSTITUTION	68.00	74.00	187.00	2.52
TOTAL TRANSFER	0.00	0.00	0.00	0.00
TOTAL	68.00	74.00	187.00	2.52

***** END OF TRANSCRIPT *****



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Dale Hunter
 REGISTRAR

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The State of Florida

AND

THE FLORIDA CENTER FOR PUBLIC MANAGEMENT

AT THE FLORIDA STATE UNIVERSITY

HEREBY CONFER UPON

Xavieria G. White

THE DESIGNATION OF

Certified Public Manager

WITH ALL THE RIGHTS, PRIVILEGES, AND HONORS THEREUNTO APPERTAINING IN TESTIMONY WHEREOF WE SUBSCRIBE OUR NAMES AND AFFIX THE SEALS OF THE STATE OF FLORIDA AND THE FLORIDA STATE UNIVERSITY

July 2011



GOVERNOR



DIRECTOR



PRESIDENT



VICE PRESIDENT



The State of Florida

AND

THE FLORIDA CENTER FOR PUBLIC MANAGEMENT

AT THE FLORIDA STATE UNIVERSITY

CERTIFY THAT

Xaviera G. White

HAS SATISFACTORILY COMPLETED ALL OF THE REQUIREMENTS
IN THE SUPERVISORY MANAGEMENT CURRICULUM
OF THE FLORIDA CPM PROGRAM FOR THE

Certificate in Supervisory Management

July 2011



Handwritten signature of the Governor.

GOVERNOR

Handwritten signature of the Director.

DIRECTOR

Handwritten signature of the President.

PRESIDENT

Handwritten signature of the Vice President.

VICE PRESIDENT

