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Amesbury

Mayor Cassandra Gove

Office of the Mayor
City Hall, 62 Friend Street
Amesbury, MA 01913-2884

CITY OF AMESBURY, MA

(978) 388-8121
Fax: (978) 388-6727
govek@amesburyma.gov

Certificate of Appointment

May 2, 2022

I appoint M. Lea Cabeen to the position of member of the Amesbury Council on Aging Board of Directors for a term to expire May 2, 2025, and I certify that said person is qualified to perform the duties of the said office, and I make this appointment solely in the interest of the City of Amesbury.

This appointment shall not become effective until twenty-one days following filing with the city clerk, in accordance with the Amesbury Home Rule Charter.

Kassandra Gove
Mayor

City of
Amesbury
Massachusetts



City Hall • 62 Friend Street • Amesbury, MA 01913 • (978) 388-8121 • Fax (978) 388-6727

APPLICATION FOR APPOINTMENT TO CITY BOARD,
COMMITTEE, OR COMMISSION

The city appreciates your interest in serving on one of its Boards, Committees, or Commissions. Please complete this form and return it to the **Mayor's Office** in City Hall.

Name: M. LEA CABEEN
Home address: 7 MECHANICS ROW AMESBURY MA 01913
Mailing address (if different): SAME
Phone number: 978 873 1906
Email address: LCabeen@verizon.net

Please indicate which Board, Committee, or Commission you are applying to be appointed to:

- | | |
|---|--|
| <input type="checkbox"/> Board of Assessors | <input type="checkbox"/> Historical Commission |
| <input type="checkbox"/> Board of Health | <input type="checkbox"/> Lakes & Waterways |
| <input type="checkbox"/> Board of Registrars | <input type="checkbox"/> Liquor Licensing Commission |
| <input type="checkbox"/> Cable Advisory Commission | <input type="checkbox"/> Master Plan Implementation & Oversight Committee |
| <input type="checkbox"/> Cemetery Advisory Committee | <input type="checkbox"/> Open Space, Natural Resources, and Trails Committee |
| <input type="checkbox"/> Conservation Commission | <input type="checkbox"/> Parks and Recreation Commission |
| <input checked="" type="checkbox"/> Council on Aging | <input type="checkbox"/> Retirement Board |
| <input type="checkbox"/> Cultural Council | <input type="checkbox"/> Traffic and Transportation |
| <input type="checkbox"/> Design Review Committee | <input type="checkbox"/> Trustees for War Memorials |
| <input type="checkbox"/> Energy Committee | <input type="checkbox"/> Zoning Board of Appeals |
| <input type="checkbox"/> Fence Viewers | <input type="checkbox"/> Ad hoc Committee (specify): _____ |
| <input type="checkbox"/> Health Care Trust Commission | |

1. Please explain why you would like to serve on a particular Board, Committee, or Commission. If necessary attach additional sheets.

see attached

2. Please briefly describe your education, relevant work, life experience, or other activity which in your opinion would be beneficial in carrying out the responsibilities of this office. If necessary, attach additional sheets/your resume.

see attached + resume

3. Please list any city offices you have held in Amesbury or elsewhere. Please include your title of office, date of appointment or election, and when your term expired.

Board of Directors, COA Amesbury 2010-2014
Advisory Council, Elder Services of the Merrimack Valley (ESMV) 2011-2014
Money Management Volunteer, ESMV, 2010-2015

4. Public service on a Board, Committee, or Commission can be demanding. Please indicate the realistic time commitment you are willing and able to make.

1 hour per week

2-4 hours per week

4-6 hours per week

other

and additional as required for volunteer activities and meetings

Application for Appointment to Council on Aging (COA) Amesbury

M. Lea Cabeen 3/28/2022

Q1. I was a Board member for the Amesbury Council on Aging from 2010-2014, resigning due to time pressures in my career. Retired since February 2020, I am pursuing opportunities within my community to contribute my skills and experience as a volunteer.

As an active 70+ year old Senior, I bring experience dealing with aging issues and ideas about programming to support our Aging population. Additionally, both my daughters are Social Workers specializing in the field of Seniors/Elders so I have access to resources and updated information on issues and concerns impacting Seniors in the MA/NH areas.

Q2. (Please reference my resume, attached.)

I bring strong Organizational and Management work experience to the table, and previous volunteer experience with Amesbury COA and Elder Services of the Merrimack Valley (ESMV now Age-Span). My volunteering as a Money Management worker also brought me into direct contact with local area Seniors dealing with concerns such as fraud, early dementia, losing eyesight, and basic loneliness and depression.

My education and career background include Needs Assessments, Surveys, and planning trainings and services around the results. This is becoming immediately useful as I am volunteering to assist with the every-5-years Needs Assessment required for the COA. I am thrilled to be immediately useful and a contributing volunteer.

As a Real Estate Agent, later in my career, I became Certified as a Seniors Real Estate Specialist (SRES) which further educated me on issues facing Seniors around housing, hoarding, isolation from family and/or support systems, and related safety concerns.

In applying for Appointment to the Board of Directors for the Amesbury Council on Aging, I intend to find a number of ways to add value to the Board as well as support the Senior Community Center and help outreach current and future members of the Center. With Seniors living longer and staying active and more involved, the Senior Center stands to be a critical hub in the Services central to the City of Amesbury.

M. LEA CABEEN
7 Mechanics Row
Amesbury, MA 01913
LeaCabeenHomes@gmail.com; (978) 873-1906 cell (US & MX)

PROFILE Training and Development professional with expertise in program design and delivery, coordination, and provision of technical assistance/training services to staff and customers. Experienced in assessing needs/gaps and analyzing/implementing targeted responses to maximize implementation and program results. Skilled at human performance consultative approach focussed on inputs, processes, and outcomes. Background in operations management, customer/vendor service, and project management. Effective communicator with ability to think & act strategically. Approach to problem-solving and issue resolution results in credibility across organizations. Specifically:

- Develop and implement procedures for streamlining & improving training/services delivery.
- Conduct comprehensive needs assessment processes, targeting appropriate interventions.
- Design/coordinate technical assistance to initiatives from start-up phase to implementation.
- Create training/learning environments for adult learners supporting knowledge transfer.
- Generate internal/external customer confidence & credibility in products, services, & outcomes.
- Produce collaborative training processes & integrated services in cross-agency workgroups.
- Implemented use of company-wide Subject Matter Experts to document training processes/gaps.
- Design/implement Certification programs for major product initiatives.

EDUCATION

REALTOR LICENSURE, MA & NH, 2002
UMASS-BOSTON, M.Ed., Training & Development, Instructional Design, 1993
LESLEY COLLEGE, B.S., Organizational Behavior, PMBI, 1988
Training in Curriculum Design and Delivery, Workplace Skills, Catalytic Instructor, Supervisory/Leadership Techniques, Consultant Skills, Creative Training Techniques, and Designing Instructional Systems.
REALTOR Certifications: E-Pro; Consumer Centric Marketing; Seniors RE Specialist; Certified Negotiations Specialist; Accredited Buyer Representative; Quadrennial Ethics; E-Edge and Dot-Loop Competencies

EMPLOYMENT EXPERIENCE

REALTOR, MA & NH: Listing & Sales Specialist including Short-Sales & Bank Owned Properties, 2002-Jan 2020
Keller Williams Realty: Topsfield & Newburyport, MA , 2009-Jan 2020. Currently Referral Agent
Stoneridge Properties, Re/Max, Coldwell Banker, 2002-2009
Employ technology-based customer service approach to marketing, outreach, delivery of services, and client management. Implement varying processes to meet the shifting needs of the clientele and the marketplace. Design training for in-house delivery to Realtors. Participate in varied community programs and initiatives. Build rapport and connections between service providers and delivery vehicles.

Bottomline Technologies, Inc. (BT), 2000-11/2002 Portsmouth, NH
Manager of Training Services (Staff Training and Customer Training Groups)
Managed training services for a proprietary software company. Oversaw Internal Employee Training & Development programs, Customer Training at remote customer sites, and Contract Consultant Trainers. Create and implement training plans and responses for new products. Designed/ utilized 4-prong training approach, encompassing "Off-the-Shelf" features , Hands-on experiential training, Train-the-Trainer Sessions, and Consultative Services, resulting in more complete utilization and compliance. Assessed need, receptivity, and delivery formats. Designed modified approach to customer training responses. Compiled and assessed customer satisfaction ratings and feedback (internal and external) and measured staff Level of Effort factors. Utilized project management templates and handbooks to define outcomes, tasks, and timelines for implementation processes.

CORPORATION for BUSINESS, WORK, & LEARNING (CBWL), 1990-2000 Boston, MA
Director/Assistant Director, Institute for Workforce Innovation
Training and Development Coordinator, 1990-1993 (Donahue Inst., Quasi-Public Government sub-contractor)
Directed and coordinated statewide technical assistance/training and capacity-building efforts to support workforce development programs. Conducted needs assessments for design and delivery and program evaluations. Hired, developed, and supervised staff in design and delivery of effective training for customers and staff. Developed relationships within state and region to promote services and position awareness of issues and responses. Designed and delivered courses targeted for delivery to all levels.

COMMUNITY SERVICE

Happy Tails, Dog Rescue Association (MA-NH-TX) 2020-present
Advisory Council: Elder Services of Merrimack Valley (ESMV), 2011-2014
Money Management Volunteer, ESMV 2010-2015
Amesbury Council on Aging Board of Directors: 2010-2014
Amesbury Affordable Housing Coalition, 2012
Keller Williams Education Committee 2009-2012
Amesbury Improvement Association (AIA), 2011-present
Education Committees: Board of Realtors : Local and State 2007-2011
Realtor of The Year, 2008; Voted for community service and Board of Realtor contributions

PROFESSIONAL AFFILIATIONS

Newburyport Chamber of Commerce
Greater Newburyport and NH Board of Realtors; Massachusetts Association of Realtors (MAR)
National Association of Realtors (NAR); Multiple Listing Service (MLS); NH Listing Service (NNEREN)

REFERENCES

Provided upon request

5. How did you hear about the vacancy on this City Board, Committee, or Commission?

- Council, Board, Committee, or Commission meeting
- newspaper
- city website
- social media
- word of mouth
- other: Reached out to Director of CoA to volunteer

APPLICANT'S STATEMENT AND SIGNATURE: I hereby submit this as my application for the position I have indicated on the front of this form. I understand that my completion of this form in no way assures appointment. All Board, Committee, and Commission vacancies will be filled by citizens deemed most qualified to serve in a particular capacity. I also understand that in the event that I am appointed to a position, my activities will be governed by the Massachusetts Conflict of Interest Law (M.G.L. c 268A), the Massachusetts Open Meeting Law (M.G.L.c.39), the Massachusetts Public Records Law (M.G.L. c. 66), the Massachusetts Campaign Finance Law (M.G.L. c 55), the Amesbury City Charter and ordinances, and all other applicable federal, state, and local laws or regulations.

Signature: M. Lee Caber Date: 3/28/2022