

Darlene C. Taylor
San Antonio, Texas darlene@darlenetaylor.me

Education

Master Certification, Adult Education, Capella University, 225 South 6th Street, Minneapolis, Minnesota 55402 (December 2019)

Master of Science, Health Education, Perdue University Global, 550 West Van Buren Street, Chicago, Illinois 60607 (June 2018)

Bachelor of Science, Health and Wellness, Kaplan University, 550 West Van Buren Street, Chicago, Illinois 60607 (November 2016)

Bachelor of Science, Human Resource Management, Saint Leo University, 33701 State Road 52, Saint Leo, Florida 33525 (January 2002)

Associate Degree, General Studies, Central Texas College, 6200 West Central Texas Expressway, Killeen, Texas 76549 (January 1998)

Experience

Chief, Military & Family Readiness Center, United States Air Force, JBSA – Randolph, (September 2022 – Present)

Plans, organizes and directs operations at the JBSA Randolph Military & Family Readiness Center. Ensures Core Compliance with legal and regulatory requirements of programs; supervises and leads staff; and supports and partners with leadership and community partners to ensure mission readiness.

Supervisory Community Readiness Consultant, United States Air Force, JBSA – Fort Sam Houston (March 2021 – September 2022)

Plans, organizes and directs various core functional areas within the JBSA Fort Sam Houston Military & Family Readiness Center. Ensures Core Compliance with legal and regulatory requirements and customer needs. Exercises supervisory personnel management responsibilities. Represents the center at a variety of installation and functional area organizations. Supports and participates in quality initiatives. Participates in special projects and initiatives.

Community Readiness Consultant, United States Air Force, JBSA-Fort Sam Houston (January 2020 - March 2021)

Served as Core Compliance Expert/Team Lead for the JBSA Fort Sam Houston Relocation Assistance Program. Assessed needs and developed programs to meet the needs of the population. Connected relocating Service Members and their Families to the resources and services they need to bloom where they've been planted.

Community Suicide Prevention Program Manager, Texas A&M AgriLife Extension Program–Fort Sam Houston, Texas (October 2018 - Present)

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Manages the Community's Suicide Prevention intervention, communicating and collaborating with organization, services, and other relevant agencies to develop strategic goals and objectives that promote a community approach to suicide prevention. Facilitates the community's Suicide Prevention Task Force (SPTF), administering post-wide campaigns and awareness initiatives based on community needs. Coordinates and presents prevention, intervention, and postvention activities, ensuring program efficacy with the support of 15 trainers. Key accomplishments include:

- Led installation's first multi-agency resiliency event, resulting in 32 community leaders receiving self-care training in the areas of suicide prevention, substance abuse prevention, stress management, nutrition, and financial management.
- Trained over 8,000 employees in suicide awareness within six months, ensuring all were prepared to identify the risk factors, warning signs, and protective factors associated with suicide.
- Trained 95 first aid responders to intervene with people with thoughts of suicide; managed and oversaw certification requirements for 15 trainers.

Prevention Coordinator, Texas A&M AgriLife Extension Program– Fort Sam Houston, Texas (August 2017 – June 2018)

Coordinated the community's drug and alcohol prevention program, developing the strategic plan and presenting education and awareness programs and lesson plans, community-wide campaigns, and targeted interventions in support of local usage trends. Advised and assisted organizations in developing prevention plans to target their at-risk populations. Key accomplishments were as follows:

- Analyzed drug and alcohol data and usage trends, developed targeted presentations, health promotion campaigns, and at-risk interventions that trained over 3,000 people.
- Obtained Prime for Life certification and presented behavior modification training to high-risk populations, which yielded a 95% success rate and countless accolades from participants.
- Trained, monitored, and provided technical oversight for 250 drug and alcohol prevention trainers who provided thousands of hours of training and drug testing annually.

Medical and Health Services Managers, 264th Medical Battalion, Joint Base San Antonio - Fort Sam Houston, Texas 78234 (May 2014 – May 2016)

Supervised daily operations of an allied health school with 300 instructors and Communication. Ensured the organization's mission, vision, and priorities were understood and executed. Assigned work priorities to a 25-person staff. Collaborated with department leaders on policy formulation and strategic planning governing morale, welfare, transformation, training, assignments, staffing, project management, workforce analysis, professional and leader development, promotion, performance management, property accountability, vehicle maintenance, physical security, retention, administration, and operations. Prepared reports and presentations. Key accomplishments were as follows:

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- Developed innovative initiatives and policies supporting the governing board's strategic goals, resulting in the committee awarding \$18,000 and promoting 4 of the programs worldwide.
- Served as project manager for organizational restructuring; collaborated and managed project lifecycle, realigning and integrating 400 personnel and \$50 million of student housing seamlessly.
- Operationalized physical readiness, resulting in a 98% body composition compliance rate, 97% appointment show rate, 95% readiness rating, and 95% physical fitness test pass rate; best in the division.

Medical and Health Services Managers, 28th Combat Support Hospital, Fort Bragg, North Carolina 28307 and Afghanistan (May 2012 – May 2014)

Managed daily operations of a 248-bed mobile hospital with 690 employees and \$250M of equipment. Supervised and assigned work priorities to a 35-person staff. Collaborated with department leaders on policy formulation and strategic planning governing morale, welfare, training, assignments, staffing, project management, leadership development, promotion, performance management, property accountability, vehicle maintenance, physical security, retention, information technology, administration, and operations. Oversaw command inspection program; prepared reports and presented briefings. Ensured the organization's mission, vision, and priorities were understood and executed. Key accomplishments were as follows:

- Used business acumen to implement administrative processes, resulting in above-average scores in 48 of 49 inspection areas and a 100% on-time submission rate for 1650 evaluations, personnel actions, and awards.
- Oversaw preparation for Afghanistan deployment; ensured certification of 96 emergency medical technicians and advanced training for 50 allied health professionals.
- Wrote leader's guide that improved relationships between physicians and support staff; used technology to establish a theater-wide senior leader development program via Adobe Connect to discuss counseling, problem-solving, and preparing evaluations.

Medical and Health Services Managers, Europe Regional Dental Command, Heidelberg, Germany 28307 (August 2009 – May 2012)

Oversaw daily operations of a 530-person agency consisting of 20 dental treatment facilities geographically dispersed throughout Germany, Italy, and Belgium. Supervised and assigned work priorities to 9-person staff. Collaborated with department leaders on policy formulation and strategic planning governing morale, welfare, transformation, readiness, training, assignments, staffing, project management, workforce analysis, family support, leadership development, promotion, performance management, property accountability, retention, administration, and operations. Oversaw the command's inspection program. Prepared reports and presentations. Ensured the organization's mission, vision, and priorities were understood and executed. Key accomplishments were as follows:

- Oversaw the dental support plan during the military drawdown, optimizing access to care during the transition and reassigning personnel to meet changing requirements.
- Set-up an innovative tiger team to train 40 subordinate managers in all aspects of clinic operations; improved access to care and wellness by 28%.

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- Standardized services by writing guides for clinic leadership, yielding 97% appointment compliance, 96% patient satisfaction, and 25% increase in hygiene appointments.

Medical and Health Services Managers, 30th Medical Brigade, Heidelberg, Germany 28307 (May 2007 – July 2009)

Supervised 24-person staff, overseeing the planning, allocating resources, executing and managing of training events, exercises, and real-world deployments, operations, schools and training, security and intelligence activities, and readiness reporting for a 1,500-person mobile healthcare organization. Key accomplishments were as follows:

- Served as project manager for over ten critical projects; created detailed plans with well-defined tasks, milestones, signoffs, and specifications; conducted countless briefings.
- Oversaw the organization's restructuring, designing the initial medical threat-response team, managing seven training exercises and training 780 medical employees.
- Led a Europe-wide military medical competition; collaborated with over 20 agencies to procure \$100,000 in equipment, 400 evaluators, and 250 candidates from 5 countries.
- Deployed with the first Medical Task Force to Afghanistan; designed movement and training plans for 200 personnel and supervised their evacuation of 550 patients, published 500+ reports, and tracked 1,000 employees moving throughout Afghanistan.

Presentations

Presenter, Suicide Prevention, Joint Base San Antonio – Fort Sam Houston, Texas, 8,000 attendees, October 2018 – July 2019

Presenter, Drug Trends: Keep What You Earn, Joint Base San Antonio – Fort Sam Houston, Texas, 4,000 attendees, August 2017 – June 2018

Guest Speaker, Veterinary Food Inspector Graduation: The Importance of Field Sanitation, Joint Base San Antonio – Fort Sam Houston, Texas 120 attendees, October 2017

Guest Speaker, Army Medic Graduation: Combat Medics are Force Multipliers, Joint Base San Antonio – Fort Sam Houston, Texas, 950 attendees, July 2016

Guest Speaker, Women's History Presentation: Our History is Our Strength, Heidelberg Germany, 365 attendees, March 2011

Professional Associations

Coalition Partner, Texas Suicide Prevention Coalition (2018 - 2019)

Individual Member, American Association of Suicidology (2018 - Present)

Individual Member, Society of Public Health Education (2017 - Present)

Coalition Partner, San Antonio Council on Alcohol and Drug Awareness (2017 - 2019)

Community Involvement

Board President, Hunters Mill Homeowners Association (October 2016 – October 2019)

Alumni President, United Service Organizations - San Antonio (January 2016 – January 2018)

Certifications

Certification in General Nonprofit Management, Our Lady of the Lake University (January 2020 – December 2020)

Certified Health Education Specialist (CHES), National Commission for Health Education Credentialing (NCHES) (October 2018 – October 2023)

Certification in Customer Excellence, Syracuse University, IVMF at Barclay (November 2016)

Specialized Training

Facilitator, Outward Mindset, The Abinger Institute (2023)

Certified Professional Life Coach, Life Coaching Institute, 2020

Trainer, Applied Suicide Intervention Skills Training (ASIST), Living Works (November 2018)

Trainer, Prime for Life, Prevention Research Institute (October 2017)

Technical Skills

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| • Health Education/Promotion | • Policy Implementation |
| • Communication/Public Speaking | • Microsoft Office Suite |
| • Program Management | • Public Speaking |
| • Operations Management | • Secret Security Clearance |
| • Training & Development | |

Honors and Awards

Legion of Merit - Military award of the United States Armed Forces given for exceptionally meritorious conduct in the performance of outstanding services and achievements.

Bronze Star (2 awards) – Military honor of the United States Armed Forces given for either heroic achievement, heroic service, meritorious achievement, or exemplary service in a combat zone

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Meritorious Service Medal (8 awards) – Military award presented to members of the United States Armed Forces who distinguished themselves by outstanding meritorious achievement or service to the United States

Order of Military Medical Merit – Award presented by a private organization to recognize excellence among Army Medical Department (AMEDD) personnel.