



## TOWN OF HAMDEN, CONNECTICUT

### HUMAN SERVICES COMMITTEE

### REGULAR MEETING AGENDA

**7:05 PM, MARCH 17, 2025**

**Committee Chair:**  
Sarah Gallagher  
**Committee Vice Chair:**  
Rhonda Caldwell  
**Committee Members:**  
Jim Anthony  
Tasha Hunt  
Katie Kiely  
Bob Anthony  
Ted Stevens

Hamden Legislative Council is moving to a new platform for meeting agendas and documents. You may view a fully itemized version of this agenda and supporting documentation online at this link as we transition:

<https://hamdenct.portal.civicclerk.com/>

**HYBRID MEETING OF LEGISLATIVE COUNCIL THIS MEETING WILL BE CONDUCTED IN PERSON AND ALSO VIRTUALLY.**

**IN-PERSON LOCATION:**

Memorial Town Hall, 2372 Whitney Avenue, Hamden, CT 06518

**VIRTUAL MEETING LOGIN INFORMATION:**

Please click the link below to join the webinar: <https://zoom.us/j/96032210583>

Meeting ID: 960-3221-0583

Password: Dragons

**JOIN BY TELEPHONE:**

(646) 558-8656

Live comments for this meeting agenda can be heard by joining the meeting in-person or via Zoom. Written comments must be sent to [LCpublicinput@hamden.com](mailto:LCpublicinput@hamden.com) by 3:00 PM on the date of this agenda.

To participate in public input live via Zoom:

Raise your hand to speak when the public input session is opened. You will be called upon in the order that your hand is raised. The Chair will call your name, you have 3 minutes to speak and then you will be moved back into the audience at the completion of 3 minutes.

1. CALL OF THE MEETING AND TAKING OF THE ROLL
2. PUBLIC INPUT SESSION
3. REGULAR AGENDA
  1. REAPPOINTMENT TO THE HUMAN SERVICES COMMISSION OF LISA JACKSON (D2)
  2. APPOINTMENT TO THE HUMAN SERVICES COMMISSION OF RILEY CAMERON (U3)
4. NEW BUSINESS
5. REPORT OF DEPARTMENTS, BOARDS, AND COMMISSIONS
  1. COMMISSION ON DISABILITIES  
2025 Schedule: <https://hamden.com/DocumentCenter/View/10766/2025-Disability-Rights-Commission-Meeting-Schedule>  
Agendas & Minutes: <https://hamden.com/AgendaCenter/Disabilities-Commission-8>  
**FAIR RENT COMMISSION**  
2025 Schedule: [Page 1 of 10](https://hamden.com/DocumentCenter/View/10769/2025-Fair-Rent-</a></li></ol></li></ol></div><div data-bbox=)

Commission-Meeting-Schedule

Agendas & Minutes: <https://hamden.com/AgendaCenter/Fair-Rent-Commission-12>

HUMAN RIGHTS & RELATIONS COMMISSION

2024 Schedule: <https://hamden.com/DocumentCenter/View/9606/2024-Human-Rights-Relations-Commission-Meeting-Schedule>

Agendas & Minutes: <https://hamden.com/AgendaCenter/Human-Rights-Relations-Commission-22>

HUMAN SERVICES COMMISSION

2024 Schedule: <https://hamden.com/DocumentCenter/View/9741/2024-Human-Services-Commission-Meeting-Schedule>

Recent Agendas & Minutes: <https://hamden.com/AgendaCenter/Human-Services-Commission-23>

LIBRARY BOARD

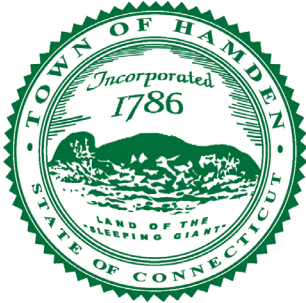
2024 Schedule: <https://hamden.com/DocumentCenter/View/9665/2024-Library-Board-Meeting-Schedule>

Agendas & Minutes: <https://hamden.com/AgendaCenter/Library-Board-25>

VETERANS COMMISSION

2025 Schedule: <https://hamden.com/DocumentCenter/View/9725/2024-Veterans-Commission-Meeting-Schedule>

Agendas & Minutes: <https://hamden.com/AgendaCenter/Veterans-Commission-31>



## TOWN OF HAMDEN OFFICE OF THE MAYOR

Hamden Government Center  
2750 Dixwell Avenue  
Hamden, Connecticut 06518  
Tel: (203) 287-7100  
Fax: (203) 287-7101

**Lauren Garrett**  
*Mayor*

March 11, 2025

Legislative Council  
Hamden Memorial Town Hall  
Hamden, CT 06518

Re: **REAPPOINTMENT TO THE HUMAN SERVICES COMMISSION OF LISA JACKSON (D2)**

Honorable Members:

Pursuant to Section 7-3 C of the Town Charter, I hereby submit for your approval the following reappointment to the Human Services Commission for a term to expire March 1, 2027.

Lisa Jackson  
42 Newton St  
Hamden, CT 06514

Ms. Jackson will continue to be an asset to this Commission. Your approval of this reappointment is respectfully requested.

Sincerely,

Lauren Garrett, Mayor

LG/cm

Enclosures

cc: Town Clerk Karimah Mickens  
Chief of Staff Sean Grace  
Deputy Chief of Staff Alexa Panayotakis  
Mayor's Office File

February 21, 2025

Dear Whom, It May Concern:

My name is Lisa Jackson, and I am writing to request to appoint me as a member of the Human Services Commission. I'm extremely interested in becoming a member, learning, and gaining insight into the committee's services.

Thank you for taking the time to reach out to me, and I look forward to hearing from you soon.

Cordially,

*Lisa Jackson*

Lisa Jackson

# Lisa Jackson, administrator professional

Phone: 203-494-7469. Email: [JacksonLisa772@gmail.com](mailto:JacksonLisa772@gmail.com)

## PROFESSIONAL SUMMARY

I have a strong sense of dedication with more than 10 years in administration. In addition to my qualifications, I'm skilled at ensuring that my administrative support where it's needed is implemented to make a positive contribution to a department. Respond to the department's needs and questions and resolve issues.

## SKILLS

- attention to detail
- Communication
- Customer service
- Interpersonal communication
- Multitasking
- Organization
- Problem-solving
- Technology and Software
- Time Management

## Work History

**Office Automation Assistant** VA Connecticut West Haven, CT 1999 - Current

- Maintain Outlook calendar for Mental Health Service Chief
- Administrative support for the Mental Health Service Line including the Chief of Service, Associate Chief of psychiatry, Administrative Officer, and MH staff
- To perform and support administrative functions related to the knowledge of the affiliation agreement, onboarding, credentialing, and re-credentialing of Physicians, PAODs, Special Fellows, and Addiction Chaplains. Maintain providers' folders.
- Disseminate, retrieve, review, obtain needed documents, and submit accordingly the paperwork concerning the providers.
- Follow-up to ensure timely completion and avoid problematic processing issues and act as a liaison to connect with psychiatrists when needed by credentialing and human resources.
- maintain updated and accurate spreadsheet listings and folders of current psychiatrists, PAODs, and Special Fellows.
- As the Education Coordinator for Psychiatry Residents/Fellows I disseminated, reviewed, and processed the trainees' applications. Prepared, and distributed orientation information, and organized training with presenters/trainers. Requested computer codes and menus and provided technical support as required. Maintained trainees' folders.
- ADPAC supporting functions and providing practical instructions for the Mental Health Service Line. I complete routine ADPAC functions daily, submit and track ePAS tickets, submit and track ePAS tickets, troubleshoot computer software and hardware problems, complete Semi-annual Vista reports and always maintain confidentiality and security.
- Purchase Cardholder for MH and backup NCPTSD. I ensure funding availability for purchases of goods and services and prepare purchase orders, retain sales slips, invoices, and purchasing card slips. Obtain a purchasing log to check on the process of filling orders, verifying orders, clarifying disputed items, and following up on delivery and supply issues. Reconcile orders on time. Prepare 2237s for contracts and total amounts over \$10,000, handle several control points, knowledge of procurement procedures and regulations, and have prepared 1358s for IPAs, subjects, and increase/decrease dollar amounts. Knowledge of procurement procedures and regulations.

# Lisa Jackson, administrator professional

Phone: 203-494-7469. Email: [JacksonLisa772@gmail.com](mailto:JacksonLisa772@gmail.com)

- Develop a tracking system to monitor and coordinate the appointment of staff psychiatrists, PAODs, and Special Fellows
- Personal Identity Verification (PIV) sponsor
- Administrative support for TMS training
  - send out monthly reminders for MH staff to complete their TMS training
  -
- Prepares minutes for the Mental Health Council
- VATAS timekeeper and backup for all MHSL timekeepers
- Maintain providers' folders
- existing stock
- Establishes and maintains effective business relationships with outside associates, vendors, and VA staff
- Champion for work orders input
- Medical Record Liaison for Mental Health
- Keep track of the MH Educational Calendar
  - Communicate with presenters to prepare for monthly MH Educational meetings
  - Send out emails to staff for participation

1998-1999                      VA Connecticut                      West Haven, CT

## **Hospital Education Secretary**

- Anticipated the needs of staff
- Handle incoming phone calls and take messages
- Composed correspondence
- Prepared needed reports or documents for meetings
- Maintained office records
- Prepared Tuition Support applications for hospital staff
- Tracked educational information for hospital staff
- Ability to present a professional demeanor to services

1997-1998                      VA Connecticut                      West Haven, CT

## **Hospital Patient Registration Specialist**

- Ensured that incoming patients were signed in, and filled out the correct forms
- Aided with the registration process
- Reviewed provided information and inputted in the electronic registration system
- Maintained patient confidentiality
- Verified and explained eligibility requirements to patients
- Performed administrative support duties as required
- Competent floater wherever needed

1986-1997                      VA Connecticut                      West Haven, CT

## **Dental Assistant**

- Assisted dentist with patients' examinations

# Lisa Jackson, administrator professional

Phone: 203-494-7469. Email: [JacksonLisa772@gmail.com](mailto:JacksonLisa772@gmail.com)

- Prepared trays of instruments for dental procedures
- Assisted hand instruments and materials to dentist
- Performed maintenance on dental equipment
- Took dental X-rays, and processed X-ray films
- Sterilized and disinfected chair-side area, instruments and equipment
- Instructed patients on postoperative and general oral health care
- Performed administrative duties, scheduled office visits, and updated patient records
- Assisted in the presentation of training programs from various technical Dental schools

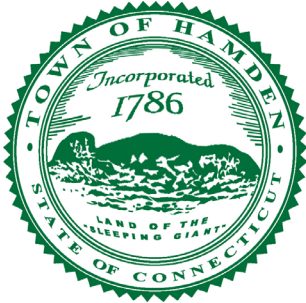
**Education**    **2008 – 2009**    VA Connecticut HCS    West Haven, CT  
Participate in the 2008 Local Leadership Development Training Program (Lead)

**1985-1986**    Huntington Institute    North Haven, CT  
Dental Assistant – Certificate

**1979 – 1983**    James Hillhouse High School    New Haven, CT  
Diploma

***Incentive Award:*** *Special Contribution for my leadership in administrative support for Yale University School of Medicine Residency Program.*

***References will be provided upon request***



# TOWN OF HAMDEN OFFICE OF THE MAYOR

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Fax: (203) 287-7101

**Lauren Garrett**  
*Mayor*

March 11, 2025

Legislative Council  
Hamden Memorial Town Hall  
Hamden, CT 06518

Re: **APPOINTMENT TO THE HUMAN SERVICES COMMISSION OF RILEY  
CAMERON (U3)**

Honorable Members:

Pursuant to Section 7-3 C of the Town Charter, I hereby submit for your approval the following appointment to the Human Services Commission for a term to expire March 1, 2028.

Riley Cameron  
89 Glenbrook Ave  
Hamden, CT 06514

Ms. Cameron's experience will be an asset to this Commission. Your approval of this appointment is respectfully requested.

Sincerely,

Lauren Garrett, Mayor

LG/cm

Enclosures

cc: Town Clerk Karimah Mickens  
Chief of Staff Sean Grace  
Deputy Chief of Staff Alexa Panayotakis  
Mayor's Office File

Dear Members of the Human Services Commission,

I am writing to express my sincere interest in joining the Hamden Human Services Commission. As a committed member of the Hamden community, I am eager to contribute my skills and experience to help identify and address the human service needs of our residents, particularly in the areas of elderly, youth, and community services.

With a professional background in nonprofit digital solutions and program management, I have dedicated my career to supporting organizations that serve the public good. In my current role as Director of CRM Solutions at a firm specializing in nonprofit and K-12 support, I work closely with mission-driven organizations to implement effective systems that enhance service delivery and community engagement. My experience has given me a strong understanding of how data-driven strategies and community collaboration can improve access to vital resources.

Beyond my professional expertise, I am deeply committed to civic engagement and community well-being. I believe that thoughtful planning and inclusive service initiatives are essential to meeting the diverse needs of Hamden's residents. I am particularly interested in contributing to the Commission's efforts to develop a comprehensive plan for service delivery, ensuring that resources are accessible and effectively allocated to those who need them most.

I would be honored to lend my experience, strategic thinking, and passion for service to the Commission's work. I welcome the opportunity to further discuss how I can contribute and look forward to your consideration.

Thank you for your time and attention.

Sincerely,

Riley Cameron

# RILEY CAMERON

RILEYECAM@GMAIL.COM · (203) 278-0441

Strategist, Leader, Partner

Elevating CRM solutions with creativity

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## EXPERIENCE

Director of CRM Solutions

iMission · November 2022 – Present

- Lead a dynamic team of Salesforce consultants, both US-based and offshore, overseeing comprehensive Salesforce implementations and managed service engagements across the organization.
- Scope, project manage, and deliver end-to-end Salesforce implementation projects for a diverse portfolio of nonprofit organizations.
- Provide expert Salesforce administration, offer guidance on best practices, and recommend integrated ISV applications like Classy, Blackthorn, MailChimp, and FormAssembly.
- Nurtured trusted connections with client stakeholders, promoting long-term platform usage and strategic growth, resulting in a notable 30% increase in clients served in 2023.

Salesforce Partnership and Account Manager

DonorSearch · September 2020 – November 2022

- Established and cultivated ISV partnerships within the Salesforce ecosystem, achieving a remarkable 125% year-over-year growth in application sales.
- Created and lead internal and external sales enablement programs for account executives, client support, and consultant partners
- Managed a portfolio of 100+ nonprofit organizations, focusing on renewal, retention, and account growth.

Renewal Account Manager

PatronManager · January 2018 – March 2020

- Advised nonprofit arts organizations on optimal utilization of the Salesforce-based ticketing platform and integrated applications
- Successfully presented and negotiated contract terms with executive-level staff.
- Closed \$1.2 million in total contract sales in 2019 (105% quota)

Account Manager

Wayfair · July 2016 – August 2017

- Managed and grew portfolio of 150 business accounts in Wayfair's Trade program for interior designers, realtors, and stagers
- Conducted 20-30 cold sales outreach calls daily, sourced products for client projects and managed procurement, shipping, and delivery logistics
- Closed \$1.8 million in revenue over tenure (103% quota)

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## EDUCATION

Boston University  
Bachelor of Science,  
Communication

Minor, French Language  
and Literature

## CORE SKILLS

- Project management
- Discovery and requirement building
- Agile methodology
- Contract negotiation
- Project estimation
- Data auditing
- Nonprofit devops

## CERTIFICATIONS

Salesforce Certified  
Administrator

Salesforce Certified  
Business Analyst

## LANGUAGE

French, limited working  
proficiency

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