



# Monroe County Legislature

**YVERSHA M. ROMÁN**  
**President**

August 9, 2024

To The Honorable  
Monroe County Legislature  
407 County Office Building  
Rochester, New York 14614

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|--|---------------|
| <b>OFFICIAL FILE COPY</b>  |               |
| No.  | <u>240263</u> |
| Not to be removed from the<br>Office of the<br>Legislature Of<br>Monroe County |               |
| Committee Assignment   |               |
| <b>URGENT</b>  | -L            |

**Subject: Appointment to Monroe Community College Board of Trustees**

Honorable Legislators:

I would like to recommend Angelica Perez-Delgado for appointment to the Monroe Community College Board of Trustees. Ms. Perez-Delgado resides at 91 Conmar Drive, Rochester 14609. Her resume is attached.

I make this recommendation in accordance with the New York State Education Law §6306 and Section C7-3 of the Monroe County Charter. This appointment is effective immediately, upon passage by the Legislature and will expire on June 30, 2028.

This resolution will have no fiscal impact on Monroe County's Budget. I thank you in advance for your consideration of this request.

Sincerely,

Yversha Román  
President of the Legislature

By Legislators \_\_\_\_\_

Intro. No.

RESOLUTION NO. \_\_\_\_\_ OF 2024

**CONFIRMING APPOINTMENT TO MONROE COMMUNITY COLLEGE BOARD OF TRUSTEES**

BE IT RESOLVED BY THE LEGISLATURE OF THE COUNTY OF MONROE, as follows:

Section 1. In accordance with New York State Education Law §6306 and Section C7-3 of the Monroe County Charter, the following appointment is hereby confirmed:

- Angelica Perez-Delgado, 91 Conmar Drive, Rochester 14609, to the Monroe Community College Board of Trustees for a term to begin immediately and expire on June 30, 2028.

Section 2. This resolution shall take effect in accordance with Section C2-7 of the Monroe County Charter.

Matter of Urgency  
File No. 24-\_\_\_\_\_

ADOPTION: Date: \_\_\_\_\_ Vote: \_\_\_\_\_

Angelica Perez-Delgado, MSHA  
91 Conmar Drive. Rochester, NY 14609



## Executive Summary

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Experienced and multifaceted skill set within human services and executive management in the not-for-profit sector. Recognized capability as an executive leader in leading diverse programs and transforming organizational cultures. Proven successful organizational performance and sustainability highlighted by leadership resilience, transparency, community connectedness, and empathy. Driven by a desire to leverage skills, firsthand experiences, and professional expertise to effect positive change within our community. Desire to serve as a catalyst for meaningful progress within my community by combining my expertise with a sharp vision, strategic initiatives, and collaborative efforts to fulfill my purpose in Christian ministry.

## Aspirations

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**Networking:** Engage with local community leaders, organizations, and influencers to understand prevalent issues and identify collaborative opportunities for positive impact.

**Mentorship and Advocacy:** Offer mentorship or lead advocacy initiatives to support and empower individuals within our community, utilizing my expertise in human services.

**Collaborative Initiatives:** Foster partnerships and collaborations between my professional background and other sectors to create holistic solutions addressing societal needs.

**Thought Leadership:** Share my insights and experiences through speaking engagements, workshops, or publications to inspire others and drive meaningful change.

**Strategic Planning:** Develop strategic plans that align with our vision for community transformation, outlining specific objectives and measurable outcomes.

## Core Strengths

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- |                                      |                                |                                   |
|--------------------------------------|--------------------------------|-----------------------------------|
| • Strategic Planning & Execution     | • Growth & Program Development | • Community Organizing & Advocacy |
| • Budget & Fiscal Management         | • Compliance & Risk Management | • Project Management & Execution  |
| • Organization & Culture Development | • Administrative Efficiencies  | • Business Planning & Structuring |

## Languages

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I am fluent in reading, writing, and speaking Spanish.

## Education

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|                           |  |      |
|---------------------------|--|------|
| Northeastern Seminary     | Advance Certificate Theology, Scripture & Ministry | 2022 |
| Roberts Wesleyan College  | M.S. Health Administration                         | 2010 |
| SUNY Empire State College | B.S. Community and Human Services                  | 2006 |
| Monroe Community College  | A.S. Liberal Arts                                  | 1996 |

## Credentialing/Certifications

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|  |  |      |
|--|--|------|
| McArdle Burkhardt's Generate Results & Invigorate People (GRIP)  |  | 2015 |
| Monroe Community College - Corporate College - Lean Six Sigma Black Belt Training                                |  | 2014 |
| Microsoft SharePoint Site Collection and Site Administration- Site Administrator                                 |  | 2013 |
| International Certification & Reciprocity Consortium- Internationally Certified Alcohol & Drug Counselor (ICADC) |  | 2008 |
| NYS OASAS Credentialed Alcoholism & Substance Abuse Counselor (CASAC) # 12909                                    |  | 2003 |

## Recognitions

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|                                   |  |                 |
|-----------------------------------|--|-----------------|
| Rochester Chamber Women's Council | ATHENA Award Finalist                    | Nov 2023        |
| Monroe Community College          | Hall of Fame                             | Dec 2023        |
| City & State                      | Western New York Power 100               | Sep 2021 & 2022 |
| Rochester Business Journal        | Power 100 List                           | Mar 2021        |
| Roberts Wesleyan College          | Rochesterian Award                       | Nov 2020        |
| Democrat & Chronicle              | Women to Watch                           | Apr 2018        |
| Rochester Chamber Women's Council | Young ATHENA Professional Award Finalist | Feb 2018        |
| Rochester Latino Rotary Club      | Serving Humanity Award                   | Apr 2017        |
| United Way                        | LLDP Class Representative                | May 2014        |
| Horizon Health Services           | Employee of the Year                     | Mar 2013        |
| Horizon Health Services           | Rookie of the Year                       | Mar 2012        |
| U of R Department of Psychiatry   | Innovations in Community Award           | Aug 2010        |
| Rochester La Voz                  | Latina to Watch                          | May 2010        |

## Executive Leadership Experience

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### Ibero- American Action League Inc.

February 2019 to Present

#### President & Chief Executive Officer

**Responsibilities:** Named the seventh President and CEO in the 52-year history of Ibero-American Action League (Ibero). Ibero, a dual language multi service agency that uplifts, empowers, and

advocates for Latinos and the underserved to achieve equity and become fully valued community members. Ibero has a \$13 million operating budget with two hundred employees across upstate NY.

### Highlights

- Led through an unprecedented global pandemic, transforming the organization's technological infrastructure, successful adaptation of virtual services and maintaining all revenues at pre pandemic levels.
- Led the largest divestitures and transformation in Ibero history and executed a successful rebranding strategy for the organization resulting in close to \$5 million in new program revenue.
- Led the creation of the Latinx Leaders Roundtable which resulted in over seventy volunteers and community leaders publishing the first Rochester Latinx Agenda in the 130-year-old history of the Rochester region's Latinx community. This report included background, analysis, and recommendations on: Arts & Culture, Housing, Faith Community, Education, Health, LGBTQi+, Youth, Economic Development, Language Access, and Civic Engagement.
- Expanded services to Western New York, Ontario County, Mohawk Valley, and the Capital region. Making Ibero the largest dual language service organization outside of New York City.
- Secured the expansion of Poder 97.1 from a Low Power FM to a non-profit commercial radio station in partnership with WXXI and WDKX.
- Expanded childcare services by 23% to address childcare dessert needs and bilingual services for children in our highest need neighborhoods.
- Leading rapid response efforts and relocation of migrant families from New York City to Albany County and Monroe County. Relocating over one hundred individuals to date.
- Relocated Ibero's administrative offices to the St. Michael campus to support the sustainability of St. Michael's ministries and anchor revitalization projects in the El Camino neighborhood.

### Villa of Hope

**October 2013 to February 2019**

#### Chief Administrative Officer

**Responsibilities:** Executive oversight of all behavioral health services and responsible for the development and administration of compliance; quality; organizational development; human resources; information technology; facility operations and enterprise-wide strategic initiatives. Villa of Hope has a \$26 million operating budget with 450 employees.

### Highlights

- Responsible, accountable for over 90% of the operating budget expenditures, and capital investments. Over \$20 million in personnel expenses, information technology and facility operations expenditures.

- Designed, implemented, and opened the Villa's Mental Health Clinic, serving over five hundred individuals and generating a surplus.
- Expanded Chemical Dependency Outpatient Clinic services and increased revenue from \$100k to \$300k in 12 months.
- Led the implementation of the electronic client record across twenty diverse behavioral health programs.
- Developed and executed strategy for data analysis and reporting.
- Increased licensure and operating certificates across the agency to the highest levels. Moving several programs from 6-month operating certificates to maximum operating certification.
- Oversight of compliance and quality for over twenty programs under multiple regulatory licenses. (OCFS, OMH, SED, DOH and OASAS)
- Led and executed strategic direction for each oversight department contributing and aligning with enterprise-wide five-year strategy plan.
- Led high impact capital projects for Information Technology and Facility Operations. Including securing over \$5 million in capital funds for the expansion of the mental health clinic and eighteen bed detox facility.
- Led the implementation of agency wide centralized intranet and automation of incident management, facility operations, training, and human resources processes.
- Designed and implemented the agency's performance quality improvement framework, internal auditing system and compliance reporting structure.
- Led policy and procedure initiatives leading to the implementation and centralization of all policies across the agency.
- Led the assessment, creation, and execution of agency wide risk management plan.
- Led the creation and execution of monthly and quarterly reporting of agency wide key performance indicators and operational metrics.
- Designed Work Based Learning Program Model and leveraged operations on campus to provide meaningful work experience opportunities for youth. In partnership with Chief Development Officer, secured funding for pilot program.

## **Horizon Health Services**

**January 2011 – October 2013**

### **Senior Coordinator of Continuous Quality Improvement**

**Responsibilities:** Administrative oversight of a team of 10 Auditors and multiple clinical systems Specialist. Responsible for the compliance for over twenty-four clinics in three counties under multiple regulatory licenses. (Part 599, 512, 822 and 819)

#### **Highlights**

- Coordinated with CCO, CEO, CFO, and all VPs to implement quality improvement, risk management, and business plan activities to enhance service delivery, service environments and documentation.
- Oversight of all internal auditing of program operations, monitoring compliance with regulations, and providing results of reviews to the CCO, CEO, CFO, and all VPs.

- Oversight of operations to prepare for licensing or certification reviews. Oversight of day-to-day quality assurance and compliance systems to appraise whether programs comply with internal and external standards.
- Assisted Program Directors with audits to verify completion of correction plans in response to surveys. Responsible for problem solving and implementing any system management issues cited in correction plans.
- Designed, implemented, and reviewed compliance with policies/procedures.
- Designed, developed, and maintained auditing tracking system to ensure reviews are completed timely, analyze data, establish trends and develop systems solutions.
- Conducted internal investigations of critical incidents under the direction of the CCO.
- Reviewed critical incident data and prepares trended reports for operations management.
- Assisted in the design of all training initiatives, maintained training materials developed by the company, policies, and procedures, and accepted evidenced based practices.
- Oversight of the new hire clinical credentialing process, client-specific and clinical type training.
- Identified training needs and coordinated training programs to address those needs.
- Collaborated with other internal training experts on training program delivery.
- Chaired monthly QA team meetings, operation meetings and program other meetings as needed.

#### Other Relevant Work Experience

|   |  |
|---|--|
| <b>June 2010 - January 2011</b>   | <b>URMC Strong Recovery (MICA)</b>                       |
| <b>Senior Chemical Dependency Counselor</b>   |  |
| <b>Responsibilities:</b> Provided substance abuse counseling in an outpatient setting. Transferred from Partial Hospitalization after obtaining my Master to develop and implement Spanish language programming in Strong Recovery. |  |
| <b>June 2003 - June 2010</b>  | <b>URMC Adult Partial Hospitalization</b>                |
| <b>Senior Chemical Dependency Counselor</b>   |  |
| <b>Responsibilities:</b> Provided dual disorder counseling in a partial hospitalization setting. Led the implementation of Dialectical Behavioral Therapy and MICA track.   |  |
| <b>October 2006- January 2011</b>   | <b>Westfall Associates, Inc.</b>                         |
| <b>Substance Abuse Therapist (Per-diem)</b>   |  |
| <b>Responsibilities:</b> Provided substance abuse counseling in an outpatient setting.  |  |
| <b>October 2001 - May 2003</b>  | <b>Monroe County Family Court/Family Treatment Court</b> |
| <b>Resource Manager</b>   |  |
| <b>Responsibilities:</b> Provided case management to families with drug related abuse and neglect charges in the family court system.   |  |

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**April 2000 - October 2001**

**East House Corp./Women & Children Supportive Living**

**Substance Abuse Counselor II**

**Responsibilities:** Provided case management and substance abuse counseling to women living in the supportive living program.

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**July 1994 - June 2001**

**Main Quest Treatment Center**

**Alcoholism Counselor II**

**Responsibilities:** Provided substance abuse counseling in multiple modes of treatment.

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### **National Presentations**

- Alliance Senior Leadership Conference 2014- Continuous Quality Improvement and the Sanctuary Model
- Sanctuary Days National Conference 2013- Continuous Quality Improvement and the Sanctuary Model
- ASAP Conference 2011– Ensuring Patient Centered Care through Quality Management Systems

### **Previous Board and Community Involvement**

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- City of Rochester Reparation Universal Basic Income (RUBI) – Housing Committee - 2021
- Systems Integration Team - 2020
- University of Rochester Community Advisory Council - 2020
- University of Rochester Cancer Community Advisory Council - 2020
- Rochester City School District Racial Equity Action Plan - Steering Committee - 2020
- United Way - Social Services Provision Work Group - Co-chair 2020
- Rochester Monroe Anti-Poverty Initiative - Executive Committee 2020
- University of Rochester Memorial Art Gallery - Advisory Council- 2020
- University of Rochester Committee on Community Engagement for Racial Justice - Co-chair 2020
- CFC/Hillside Behavioral Health Collaborative- Member 2018
- Father Laurence Tracy Advocacy Center – Board Member 2018
- Greater Rochester Foundation Initiative for Children's Social and Behavioral Health- Member 2016
- Children Health Homes of Upstate NY- Quality Committee Co- Chair 2016
- Rochester Monroe Anti-Poverty Initiative- Trauma Task Force Member 2016
- Rochester Trauma Informed Care Network- Member 2015
- Greater Rochester Quality Council- Board Member 2014
- United Way Latino Leadership Development Program- Class Representative 2014
- Ibero-American Action League- Board Member 2013

### **Current Board and Community Involvement**

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- Center for Governmental Research - Board Member 2019
- Eugenio Maria De Hostos Charter School - Board Member 2019
- University of Rochester Medical Center - Board Member 2020



- Roc the Future - Governance Committee - 2019
- Rochester City School District Bilingual Education Council - Executive Cabinet - 2019
- Latinx Leaders Roundtable - Chair - 2020
- RochesterWorks! - Board Member - 2020
- Common Ground Health - Board Member - 2021
- Racism is a Public Health Crisis Coalition - Co chair - 2021
- Council of Agency Executives - Board Member - 2021
- The Children's Agenda – Board Member - April 2022
- Villa of Hope – Board Member – April 2022