

---

---

# TONYA EAST, PMP

---

---

## SENIOR-LEVEL MANAGEMENT/PROJECT AND PROGRAM MANAGEMENT

Collaborative and results-driven professional providing more than 15 years of cross-industry success within government and private industry. Resourceful and innovative director with record of successfully developing, implementing, and executing strategic initiatives and programs. Employee and stakeholder-centric change agent adept at building and leading top-performing, cross-functional and motivated teams to achieve goals.

---

---

## AREAS OF EXCELLENCE

---

---

Team Building/Leadership ♦ Process Improvement ♦ Operational Streamlining  
Consensus Building ♦ Strategic Planning ♦ Stakeholder Relations ♦ Facilitation  
Budget Management ♦ Program Analysis/Evaluation ♦ Project Planning ♦ Presentations

---

---

## ACADEMIC CREDENTIALS & PROFESSIONAL DEVELOPMENT

---

---

**BA, Psychology:** Linfield

Certified Project Management Professional (PMP) through the Project Management Institute  
Since 1999

Lean Yellow and Green Belt Certification through Purdue University 2013

### *Publications:*

Multnomah County Public Safety Planning Report, Authors: Lore Joplin, Elyse Clawson with Tonya Ruscoe, Pam Curtis, Robert Cushman, and Mike Jones  
2008

### *Honors and Awards:*

CIO Magazine Ones to Watch, 2006  
CIO Magazine, Team Builder Award Winner, 2006

---

---

## CAREER TRACK

---

---

**Samaritan Health Services** ♦ *Corvallis, Oregon*

2012-2017

*The mission of Samaritan Health Services is to enhance community health and achieve high value through quality services across a continuum of care.*

### **Director (2015 – 2017)**

- ♦ Inspires, motivates, and guides others toward accomplishing goals. Achieves desired results through effective people management.
- ♦ Identifies complex problems. Involves key parties, gathers pertinent data and considers various options in decision making process. Develops, evaluates and implements effective solutions.
- ♦ Formulates short and long term plans for Samaritan Medical Supplies (SMS), Samaritan Athletic Medicine (SAM) and other service lines that are consistent with company goals
- ♦ Implement, monitor, and evaluates plans to achieve identified goals including development of policies and work instructions.
- ♦ Assists CEO in capital and operational budget preparation and subsequent management of budget goals.
- ♦ Identifies opportunities to enhance services provided to patients within assigned service lines. Promptly evaluates and defines actions regarding service concerns expressed by patients, customers and providers.

---

---

# TONYA EAST, PMP

---

---

Page 2

Senior Project Manager (2012 - 2015)

Leads assigned projects and information system implementations across Samaritan Health Services.

- ◆ Facilitate Coordinated Care Organization pilot efforts across multiple organizations and providers.
- ◆ Initiate and facilitate Lean projects in clinical and IT space, using Lean Kaizen principles.
- ◆ Manage and coordinate vendors and internal resources; facilitate project teams, issue resolution, system and organizational change management strategies and process improvement.
- ◆ Develop and maintain project documentation; track completion of tasks and identify resource needs; track and manage project budget and expenses.
- ◆ Facilitate the transition of assigned projects / systems to ongoing support, working with the project team to ensure that necessary support and training documentation are available.
- ◆ Participate in annual budgeting activities with executives and senior management.

**Harvest Management Sub, LLC (dba Holiday Retirement) ◆ Salem, Oregon**

2003-2012

*The nation's leading and largest provider of Independent Retirement Living with over 300 Communities across the US and Canada and circa \$1B in annual revenues and over 10,000 employees.*

**Director of Strategic Projects (2009-2012)**

Management of all aspects of project and program development for new business initiatives. Creating and executing strategic and tactical project plans, including managing, training, mentoring, and developing project team and support staff.

- ◆ Collaborate with senior executives to design and implement a \$6.5 million program with a projected \$23 million ROI. Included development of budgets, new policies, training and program evaluation criteria.
- ◆ Successfully developed, refined and implemented new business projects realizing immediate ROI.
- ◆ Conducted operation assessments and designed long range service development plans.
- ◆ Collaborated with marketing research vendors to determine resident (client) needs in preparation for strategic project proposals.
- ◆ Developed and delivered presentations and project/program proposals to executives and owners.

**Deputy CIO (2005-2009)**

Management of daily operations for 20 person Information Services department. Oversight and management of annual operating and capital budget. Responsible for creating a culture of customer appreciation and teamwork.

- ◆ Developed, implemented, measured and managed service metrics for each area of the department (call center, application development, project management).
- ◆ Directed recruitment and retention of staff of 20 employees.
- ◆ Developed and implemented a "team building" program /curriculum.
- ◆ Trained, supervised, coached and evaluated staff setting short and long term goals.
- ◆ Worked closely with cross-functional internal planning teams to develop content and goals for offsite retreats. Clarified mission, inspired staff, and increased team leadership.

**Project Manager (2003-2005)**

Management of portfolio of IT projects and staff of the Project Management Office. Responsible for completing all projects on time and within budget.

- ◆ Participate on Information Services management team, setting direction for the department based on vision and goals.
- ◆ Developed and implemented a project management methodology specific to the culture of the company including oversight of adherence to the project management methodology
- ◆ Worked closely with cross-functional project teams to develop project requirements, implementation plans and measurements of success.
- ◆ Develop all project related Statements of Work (SOW) and Requests for Proposals (RFP's) including budget requests.
- ◆ Balanced \$1.5 million budget, completing portfolio project on time and budget.

---

**TONYA EAST, PMP**

Page 3

**Blanchet Catholic School– Salem Oregon (2015)**

Worked with Leadership to assess transitional and team concerns with incoming faculty and staff. Developed and implemented teambuilding strategy for all faculty and support staff.

**Seattle Housing Authority – Seattle Washington (2014)**

Worked with CIO and CEO to assess staffing issues and develop appropriate teambuilding strategy. Implemented teambuilding strategy with IT department.

**Randall Corporation – Portland Oregon (2010)**

Worked with CIO and CEO to assess staffing issues and develop appropriate teambuilding strategy. Implemented teambuilding strategy with IT department.

**Crime and Justice Institute – Boston Massachusetts (2007-2008)**

Worked on the Multnomah County Public Safety Project in Portland providing stakeholder meeting facilitation and project/program management. Resulted in the publication of the Multnomah County Public Safety Planning report authored in collaboration with other consultants.

**Oregon Department of Corrections ♦ Salem, Oregon**

1996-2003

*The mission of the Oregon Department of Corrections is to promote public safety by holding offenders accountable for their actions and reducing the risk of future criminal behavior.*

**Project Manager – Transition Project (1999 - 2003)**

Organized and managed multidisciplinary teams throughout the state to identify and improve inmate transition from incarceration (prison and county jails) to the community resulting in new legislation, business process changes, unified mission and lower recidivism. The Transition Project grew into what is now known as the Oregon Accountability Model.

- ♦ Facilitated weekly meetings of 20+ community, government, non-profit and private agency members to develop strategies and tactics for implementing policies and practices that promote safe and successful transition of inmates to the community.
- ♦ Managed and developed over 200 volunteers into goal-oriented, cohesive group.
- ♦ Conducted operation assessments and designed service development plans resulting in multilateral staff achievement of work objectives.
- ♦ Wrote grants, secured funding and established Transition Program for high risk (gang involved) inmates / offenders including clearly defined metrics of success
- ♦ Trained, supervised, coached and evaluated staff setting short and long term goals.
- ♦ Drafted and presented new legislative changes to the Oregon Legislature to support necessary improvement in the process of releasing inmates to the community.

**Field Automation Support and Training Team Lead (1996-1999)**

Coordinated and provided oversight for small team in the areas of automation development, testing, implementation and training.

- ♦ Serve as liaison between county business users and Oregon Department of Corrections IT department.
- ♦ Serve as liaison between automation user groups within county community corrections.
- ♦ Aid county criminal justice agencies in implementing new automation into current business practice.
- ♦ Translate new policy into operational terms when the policy change involved an automation change.
- ♦ Aid in developing solutions when business practice changes or new business practice implementation is hindered by automation system constraints.

Additional Positions: **Parole and Probation Officer** for **Benton County Community Corrections**, Corvallis OR; **Youth Services Officer** for **Pendleton Police Department**; **Woman's Advocate** for **Domestic Violence Services**, Pendleton, OR.