

City of Asheville
BOARDS AND COMMISSIONS
Application Form

APPLICANTS ARE STRONGLY URGED TO ATTEND SEVERAL MEETINGS OF A BOARD PRIOR TO APPLYING AND/OR APPOINTMENT TO A BOARD

Name of board or commission(s): City Council

Your name: Phillip Hardin Home Phone #: 828-253-6485

Street address: 48 Woodvale Ave City: Asheville Zip Code: 28804

Mailing address (if different): _____

Employer: McDowell County Department of Social Services

Your position: Director Office Phone #: 828-652-3355

Resident of City Asheville County Buncombe Race White * Sex Male * Age 48 *

Are you a United States Citizen (circle one) Yes or No

Residence location (check one): Central North South East West

How did you become aware of the opening? Webpage Current Volunteer eNews
 Government Channel Newspaper Radio Organization Agenda Other

Please indicate the area(s) of expertise that you can bring to the above board(s), and then in detail list education, experience, reasons for your interest, and other factors that support your interest in serving (use additional sheets if necessary). Expertise: Legal Technical Fundraising Community Contacts
 Business Management (Financial) Business Management (Operational) Public Speaking

My wife and I also run a non-profit organization here in Asheville called Paws with a Purpose. We have about 115 volunteers who provide pet therapy services to Mission Hospitals, Buncombe County schools, Asheville City schools, Care Partners, Deerfield, Eliada Homes, UNCA, Lewis Rathbun Center and more. We have been doing this for about 10 years. The Mission Healthcare Foundation has endowed our program and is in the process of raising 1,000,000 to fund it in the future. This is an all volunteer driven organization that is done on the side of our other
jobs. _____

Return to:
Maggie Bursleson, City Clerk
Post Office Box 7148
Asheville, N.C. 28802-7148

Signature: Phillip Hardin

Date: 11/20/08

E-Mail: phillip.hardin@ncmail.net

E-Mail: mbursleson@ashevillenc.gov
Telephone: 259-5601
Fax #: 259-5499

Fax #: 828-652-9167

* This information is requested for the sole purpose of assuring that a cross section of the community is appointed.

Phillip Hardin
48 Woodvale Ave, Asheville, NC 28804
828-253-6485
phillip.hardin@ncmail.net

SKILLS SUMMARY

Results focused Director of a multi faceted Department of Social Services. Expertise in all programs mandated by Federal and State law in the Social Services area including personnel, budgeting, customer service, community relationships, internal development and problem solving.

EMPLOYMENT

Director March 2006 to present
McDowell County Department of Social Services
Marion, NC

- Led the department in a cultural transformation that has decreased the foster care caseload by 66% and increased adoptions by 180% over the last two years.
- Worked to decrease turnover within the Children's Services area along with other units in the agency. We had 15 vacancies in March 2006 and are fully staffed at the present time. Our turnover rate has dropped from 30% every two years to around 4% today.
- Established out reach polices to increase our Food Assistance and Medicaid populations to that of the state average.
- Developed procedures to move families through the system in all programs at a much quicker pace. We have increased our family assessment track 80% in Children's Services and also decreased the average processing time in all programs.
- Worked with county officials to decrease the department's budget by 10% while increasing staff and services.

Work First Program Consultant April 1994-March 2006
State of NC, Division of Social Services
Asheville, NC

- Consultant for 15 county DSS's in all aspects of the Work First program including policy implementation, training, budgeting and organizational issues.
- Worked with local and state staff in implementing Welfare Reform in 1996-1997 that has reduced the statewide caseload by 80% over the last ten years.
- Developed outcome measures for county DSS's within the program that is still in use today.

Income Maintenance Supervisor July 1989-April 1994
Buncombe County Department of Social Services
Asheville, NC

- Managed a unit IM staff in performance of their duties in carrying out all mandated programs in the Medicaid, Food Assistance and Work First programs.
- Worked within county DSS to build excellent and lasting relationships with community providers, staff and consumers.

EDUCATION

B.S. in Public Administration
Appalachian State University, Boone, NC

1. What motivates you to apply for this position?

I enjoy working and volunteering in the governmental sector. I have over 22 years of experience in Social Services. My degree is in Public Administration, city and county management. I feel that I have a wide range of experience with functions of government serving on the Foothills Mental Health Board, Partnership for Children Board, non profit management, and as a Director of a large county department. I also am vested in this city, having lived in the same house for the past 18 years. I want this to be the best city to live in and the best run city government there is. I feel that one of my best traits is to be a good community partner and collaborator in my current position and I think that is an asset in any organization. I love living in Asheville and want to give back something to this city. The other reason that this position intrigues me is that you do not have to run a political campaign to serve. I am not sure that if I were chosen that I would even run at again at the end of the term because running for office does not really thrill me.

2. Where do you fall on the conservative-liberal spectrum in terms of fiscal and social policy?

I think I fit somewhere in the middle. I try to use good common sense to guide my judgment and decisions and not let political ideologies influence me. When you are a Director of Social Services you try and become as apolitical as possible. I am driven by quality organizations that provide quality and timely service. I tell my staff that the only difference in our agency and a large cooperation is our tax status. Good organizations run well because of certain principles, whether they are for profit or governmental. I try and let good common sense rule when making decisions, not political influences. I do believe that I am a team player though and would always put what's best for the city above any political spectrum.

3. In your eyes, what should be the top 2 or 3 priorities our City Council should be focused on in the upcoming year and why?

These are economically challenging times but it is also a time for good organizations to excel. I think when the money is tight you really have to look at what your core functions are and make sure that you invest in them first. In a city that would be to make sure that all of the core services are funded first. I also believe like so many other folks in the city that the growth of the city and how it grows is important. I want say I have some magic formula for this issue but I certainly think it needs to be looked at comprehensively, not just piecemeal. The city has built a reputation as a recreation destination and I think that is also something that will continue to be an issue. Long term or long range planning is the best way to take advantage of the current economic situation also.

4. What do you consider the most crucial problem, need, or cause for the citizens of Asheville? How would you approach its resolution or champion the cause?

How to make sure that we are funding the core services and take on those tough decisions about all other monies. In that context you also have to see how to fund, plan and carry out the growth that the city has experienced and will continue to experience.

5. 2008-09 and 2009-10 fiscal years will be financially tough for the City. What will be your top funding priorities and what would you like to see reduced to balance the budget?

Once again your core services are your funding priorities. These include those things that are mandated by federal and state law. I also believe that some attention needs to be given to the infrastructure of Asheville as much of it is old and failing. Without paying attention to these things then the growth that is occurring will not be done in an orderly fashion.
