

## [Grappling with Gnarly Issues](#)

### [How Local Governments Can Help](#)

**Wednesday, September 11, 2019**

**1:00 - 2:30 pm ET / 10:00 am - 11:30 am PT**

**Registration is FREE - Advance registration is required.**

Communities want their local governments to take action on tough issues, sometimes even when local government may not be the primary entity responsible. Learn about successful efforts by local governments to tackle gnarly issues like environmental challenges, opioids, and homelessness. Gain insights and approaches you can use to address the tough issues your agency faces.

#### **Webinar Topics:**

1. What are difficult issues like environmental challenges, opioids, and homelessness facing local government?
2. What are innovative and effective ways in which local government agencies are making a difference?
3. What resources are available to help local governments successfully address their own tough issues?

#### **Presenters:**

**John Crumpton**, County Manager, Lee County, North Carolina

**Marie Peoples**, Deputy County Manager, Coconino, AZ

**Susie O'Hara**, Assistant to City Manager, Santa Cruz, CA, and **Chris Richardson**, Chief Program Officer, Downtown Streets, CA

Audience: all persons in or interested in local government careers

**Meets Practice** 6. Strategic Leadership, 7. Strategic Planning, 9. Community and Resident Service, 10. Service Delivery

#### **Post-Webinar Discussion Questions:**

Many agencies organize groups to participate in the webinars (live or recorded) and discuss the topics among themselves after the webinars. Some are summarizing their discussions and distributing them to managers throughout their organizations. Here are some discussion starters for this session.

- a. What are the tough issues our community faces?
- b. What are approaches we'd like to consider?
- c. What resources will help accelerate our progress?

## Biographical Sketches of Presenters

**John Crumpton**, County Manager, Lee County, North Carolina



Dr. Crumpton currently is the County Manager in Lee County, North Carolina. He has served in this capacity since July 2007. Dr. Crumpton also serves as an adjunct professor at the University of North Carolina at Chapel Hill's School of Government Master's Degree Program where he teaches Introduction to City and County Government. Overall, he has over 18 years' experience in Municipal and County Government and 13 years of experience in the private sector, mostly in the solid waste industry.

Dr. Crumpton earned his Doctorate Degree in Education/Community College Executive Leadership from Wingate University. He earned a Master's in Business Administration from the University of North Carolina at Wilmington. In addition, he has bachelor's degrees from Georgia State University in Business Administration and Indiana University in Public Finance and Administration.

Dr. Crumpton has been an ICMA Credentialed Manager since 2008. He is a member of the North Carolina City/County Managers Association and serves as a Board of Trustee member for the North Carolina Association of County Commissioners Risk Management Pools. In addition, he serves on several local Boards and is involved in local civic organizations. Away from work, Dr. Crumpton spends his time with his wife Katherine, four children, and two grandchildren.

**Marie Peoples**, Deputy County Manager, Coconino, AZ



Dr. Marie Peoples serves as Deputy County Manager, and previously served as the Chief Health Officer for Coconino County Public Health Services District. Dr. Peoples strives to provide visionary leadership, developing strategies to further the department's mission and collaborating with leaders across the community to improve health outcomes. Dr. Peoples develops innovative approaches to address public health and social issues. She works to empower women and minorities and to advocate for equitable access to care with a goal of eliminating health disparities between populations.

Dr. Peoples serves as a member of the Coconino Community College Governing Board, is a recipient of the Emerging Leader in Rural Women's Health award, the Gabe Zimmerman Civic Leadership award, and is a Flinn-Brown fellow.

Dr. Peoples began her career as a substance abuse therapist within Missouri's correctional system and has worked within several of Missouri's prisons with a variety of offender demographics and rehabilitative programs. In addition, she has worked for the Missouri Supreme Court and the Missouri Department of Mental Health.

Dr. Peoples holds a Bachelors' degree in Criminal Justice Administration, a master's Degree in Sociology and Criminal Justice, a master's Degree in Public Health, and a PhD in Public Health Epidemiology.

**Susie O'Hara**, Assistant to the City Manager, Santa Cruz, CA



Susie O'Hara is the Assistant to the City Manager for the City of Santa Cruz. Over the last few years, her work portfolio has gravitated towards managing the issue of homelessness as the City grapples with finding solutions to seemingly intractable issues. Her work on homelessness response has been quite diverse, from managing a multi-jurisdictional recidivism reduction program in partnership with the Santa Cruz District Attorney's Office to developing encampment abatement strategies to managing the City's Downtown Streets Team contract. Each of these roles has allowed Susie to better understand the root causes of homelessness, its far-reaching impacts on communities and solutions that make a difference.

Susie's career started after she received a Civil Engineering degree from UC Davis. She spent the first part of her career focused on water engineering with both the cities of San Diego and Santa Cruz. With her interests broadening, Susie pursued and accepted a position at the Santa Cruz City Manager's Office in 2013. Using her skills as an engineer and strong community engagement experience, Susie has been instrumental in evaluating local systems of safety and care and developing policies and programs to improve lives.

**Chris Richardson**, Chief Program Officer, Downtown Streets Team



Chris has over eight years of experience with Downtown Streets Team, starting as only the second employee. During his time with DST he has played a vital role in fundraising, grant writing, program management, and strategic growth but his main role is developing and supervising all program operations for twelve chapters of Downtown Streets Team throughout the Bay Area. He has been integral in launching dozens of new Work Experience projects with local governments, social service agencies, faith-based organizations and corporate entities, resulting in over 1,000% budget growth and staff of over 65.

Chris serves on the San Jose Streets Team Board of Directors and the Palo Alto Business and Professional Association Advisory Board. He is a graduate of Leadership Palo Alto, the winner of the 2016 Recovery Café Bridge Builder Award, holds a B.A. from Boston University and is a candidate for his Master of Business Administration at Hult International Business School.

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Monthly Advice Column

### [Career Compass No. 74](#)

How Do I Get Everyone's Commitment?

### [CoachConnect](#)

One-to-one Coach Matching: Find a coach or sign up to be a coach!

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