

STATE OF OHIO
Executive Department

OFFICE OF THE GOVERNOR

Columbus

I, Mike DeWine, Governor of the State of Ohio, do hereby appoint Annette Chambers-Smith from Franklin County, Ohio, as Director of the Department of Rehabilitation and Correction for a term beginning February 18, 2019 and continuing at the pleasure of the Governor.



IN WITNESS WHEREOF, I have hereunto subscribed my name and caused the Great Seal of the State of Ohio to be affixed, at Columbus, this 14th day of January in the year of our Lord, two thousand and nineteen.

A handwritten signature in cursive script, reading "Mike DeWine", is written over a horizontal line.

Mike DeWine
Governor

GOVERNOR'S APPOINTMENT

DATE: January 14, 2019

NAME OF DEPARTMENT: Department of Rehabilitation and Correction

NAME OF APPOINTEE: Annette Chambers-Smith

ADDRESS: 770 West Broad Street
Columbus, OH 43222-1419

TERM BEGINS: February 18, 2019

TERM EXPIRES:



Annette M. Chambers-Smith

Annette M. Chambers-Smith is currently the General Manager of JPay Payment Services, a Securus Technologies company. JPay is an innovative technology company that offers consumer-oriented products to incarcerated individuals. Joining JPay in 2014 as Vice President of Operations, she was promoted to Chief Operating Officer that same year. As COO, Chambers-Smith provided leadership for all ongoing business operations for the company, including Information Technology Operations, Field Engineering, Network Operations Center, Customer Service, Marketing, product deployment, agency relations, installations and expenditures associated with each department she lead. JPay was purchased by Securus Technologies and Chambers-Smith transitioned to the General Manager position and concentrated on the payment services division for the last year.

Chambers-Smith began her twenty-one year career with the Ohio Department of Correction in 1993 working in records office and secretarial positions. She went on to hold numerous positions including Inspector of Institutional Services, Assistant Chief Inspector, Deputy Warden, Acting Warden and Chief of the Bureau of Medical Services. In that capacity she was responsible for the quality and provision of health care for more than 51,000 inmates across Ohio's prison system while managing an operating budget of \$240 million. In addition to her role as Chief, Chambers-Smith was also the Managing Director of the Corrections Medical Center in Columbus, Ohio. The medical center houses a population comprised of all security levels and both males and females who are some of the state's most acutely ill offenders.

Immediately prior to joining JPay, Chambers-Smith served as the Deputy Director of the Office of Administration for corrections in the state of Ohio, where she was responsible for overseeing a budget of \$1.5 billion. Within that role, Chambers-Smith also managed procurement, the Bureau of Budget Planning and Analysis, Ohio Penal Industries, the Bureau of Construction Activation Maintenance and Sustainability, the Division of Business Administration, the Bureau of Information and Technology Services and the Office of Enterprise Development.

Chambers-Smith was a National Merit Scholar, and attended Wilberforce University where she graduated summa cum laude with a bachelor's degree in Organizational Management. In 1997, Ohio Governor George V. Voinovich recognized her for "exemplary efforts in helping state government perform more efficiently and effectively." Chambers-Smith was honored with the Department of Rehabilitation and Correction's Gold Star Award in 1997, 1998 and 2002. In 2010 she received a mark of distinction from the American Correctional Association when she was named the Best in the Business. More recently, Chambers-Smith received Director Mohr's Impact Award in 2011 and twice in 2014.

ANNETTE M. CHAMBERS-SMITH

AnnetteMarieSmith@yahoo.com

614-203-4958

EDUCATION

Wilberforce University, Wilberforce, Ohio

Bachelor's degree in Organizational Management

GPA 4.0 - Summa Cum Laude

WORK EXPERIENCE

General Manager, Payment Services

1/18 – Present

JPay Inc. A Securus Technologies Company Miramar, FL

Manage the Payment Services division within the larger Securus Technologies organization. Serve as a member of the Securus Technologies Executive Council. Perform duties of Executive in Charge of Miramar location which houses several Securus divisions. GM of both GovPayNet consumer to government payment function in Indiana as well as JPay electronic funds transfer division in Florida. We currently service 2,700 governmental pay locations at all levels of government and maintain money transmitter licenses in every state with that requirement. I am the qualifying individual on our money transmitter licenses. We are a level 1 Merchant and our operation is Payment Card Industry Compliant.

Chief Operating Officer

6/14 – 1/18

JPay Inc. Miramar, FL

JPay Inc. is a technology and money transmitter company servicing the corrections market. We balance the needs of correctional agencies, offenders and the offender's friends and family providing customer service to each group. Responsible for a variety of duties all with a goal of impacting company growth, operational efficiency and customer service. Oversee the managers of several divisions including; client services, business support, 130 person call center, client help desk, network operations center, offender support services, project management, field Engineering, kiosk installation and supply chain management of the family of tablet products. Liaison between operations division and product development to achieve product refinements for clients. Manage special projects such as obtaining certified vendor status for a state prison system.

Deputy Director – Office of Administration

6/93 – 6/14

Department of Rehabilitation and Correction Columbus, OH

Twenty-one year tenure with various positions from clerical staff to Deputy Director. Worked in Ohio prisons at all security levels with male and female inmates (Pickaway Correctional Institution, Franklin Medical Center, and Ohio Reformatory for Women). Appointed to Deputy Director in 2010 due to reputation as a “change agent”, ability to team build, track record in cost containment, and ability to achieve organizational streamlining. Entrusted with the responsibility to govern the organizational operations that administer the department’s 1.5 billion dollar budget. Directly managed the bureaus responsible for: the division of business administration, procurement, budget operations, grants management, real estate, capital construction, facility activation, facility maintenance, information and technology services, agricultural operations and Ohio Penal Industries (OPI). Also responsible for, procurement, contracts, and fiscal auditing. Acted on behalf of and represent the Director before the governor and legislature as well as at committees, meetings and functions. Some accomplishments:

- Worked with a team to reduce the department’s operating budget from 1.8 billion dollars a year to 1.5 billion dollars a year; freeing up state dollars for education, health care, and replenishment of the state’s rainy day fund.
- Lead negotiator for the contract that resulted in the sale, operation and management of an occupied prison; achieving 72.7 million dollars for the property and more than 5% savings in operating costs.
- Participated in contract negotiations to outsource food service operations; which saved 14.5 million dollars a year in operating costs and increased the quality of food served to the inmate population.
- Worked with Ohio Penal Industries (OPI) staff to move agricultural operations off of the general revenue fund and into the OPI rotary while also transforming OPI into a solvent group of businesses. Generated 45 million dollars in sales annually and functioned with no support from tax dollars.
- Streamlined operations to create a 55% reduction in staffing in the Office of Administration while increasing efficiency and transitioning fiscal audits from a three year auditing cycle to an annual cycle.
- Lead transformation of Ohio prison conservation efforts into a nationally recognized cutting edge program that saved the department 15 million dollars a year in utility costs, earned millions of dollars in recycling revenue, and educated offenders in sustainability and conservation practices.

Other positions held in the department:

- Correctional Job Placement Specialist
- Inspector of Institutional Services

- Assistant Chief Inspector
- Deputy Warden
- Appointing Authority
- Chief of the Bureau of Medical Services

PROFESSIONAL ASSOCIATIONS & ACHIEVEMENTS

Associations

American Correctional Association (ACA)

ACA Auditor 2007 - 2009

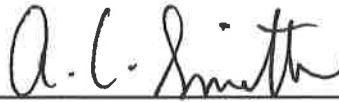
The Richard A. Smith Securus Foundation board member

Achievements

Team Excellence in the Public Sector Showcase	1997
Recognized by Governor Voinovich for helping government perform more efficiently and effectively	1997
Team Excellence in the Public Sector Showcase	1998
Gold Star Award – Department of Rehabilitation and Correction	1998
Team Excellence in the Public Sector Showcase	1999
Gold Star Award – Department of Rehabilitation and Correction	1999
Essence of Leadership – Department of Rehabilitation and Correction	2001
Gold Star Award – Department of Rehabilitation and Correction	2002
Best in the Business – American Correctional Association	2010
Director's Impact Award - Department of Rehabilitation and Correction	2011
Director's Impact Award - Department of Rehabilitation and Correction	2013
Director's Impact Award – Department of Rehabilitation and Correction	2014

OATH OF OFFICE

I, Annette Chambers-Smith, promise and swear to support the Constitution of the United States and the Constitution of the State of Ohio, and to faithfully discharge the duties of the office of Director of the Department of Rehabilitation and Correction to which I have been appointed by Governor Mike DeWine for the term designated. This I shall do as I shall answer unto God.



Annette Chambers-Smith

STATE OF OHIO
COUNTY OF FRANKLIN

Personally sworn to before me, the Honorable Robert G. Montgomery, Judge, Franklin County Probate Court, and subscribed to on this 14th day of January, two thousand and nineteen.



Robert G. Montgomery
Judge, Franklin County Probate Court