

Dorcas A. Crumbley

📞 863-393-6368 | ✉ deecrumbley@gmail.com | 📮 P.O. Box 1933, Lakeland, FL 33802

Key Accomplishments & Impact Summary

Unconventional Foresight & Solutions with Diplomatic Precision

- **Conceived and executed an interagency summit at Lakeland Regional Health uniting new CEO Dr. Elaine Thompson and newly appointed Police Chief Lisa Womack** with leaders from law enforcement, EMS, fire, and regional emergency operations—creating a positive, solutions-focused forum to address systemic challenges in mental-health intake and patient diversion
- **Appointed by Dr. Daniel Haight, Medical Director of the Florida Department of Health (Polk County), to serve alongside him on the Governor's H1N1 Pandemic Solutions Task Force**, contributing to statewide pandemic preparedness planning, policy coordination, and interagency crisis response.
- **Requested a 30-minute graduate research meeting with the CEO of Lakeland Regional Health that evolved into a two-hour executive exchange**, sharing research on women in the healthcare C-suite and exchanging perspectives on leadership and plans for the future of the organization, which then led to me providing organizational insight that earned a direct referral to the Vice President of Human Resources for continued engagement.

Civic Leadership & Community Engagement

- Frequently sought by civic and political leaders for **host committee participation and endorsements; recognized for community honesty, integrity, credibility, diplomacy, and trusted influence that supports ethical leadership and public service.**
- Advanced the City of Lakeland's strategic housing goals as a member of the Affordable Housing Advisory Committee, contributing to the development of 500+ affordable units, expansion of homeownership initiatives, and allocation of \$1.2M+ in CDBG and HOME funds supporting workforce and senior housing.
- Member of the Florida Children's Museum DEAI Advisory Council, advancing inclusion in early childhood education for nearly a quarter million children and families and counting.
- **Executive Board Member, Lighthouse Ministries** — Support governance and strategic oversight for a \$5M faith-based organization serving 400+ individuals and families annually, including 82 staff and 500 volunteers through shelter, food, and life-learning programs.
- Board of Trustees Member, **Supporting governance and strategic oversight at Lakeland Volunteers in Medicine**, a Polk County nonprofit driven by 5,200+ volunteers (including 500 medical professionals), delivering care to working uninsured populations, filling ~30,000 prescriptions annually and securing ~\$3M in brand-name medications.
- Graduate of Leadership Lakeland Class 38 and Leadership Polk Class 17.
- Junior Achievement coach and mentor to emerging youth and business leaders.

Entrepreneurship & Business Innovation

- Founder and Co-Owner of Black Swan Venue, a commercial wedding and corporate event venue in downtown Lakeland:
 - - Opened March 2024, reaching \$245,000 in revenue in its first year of operation.
 - - Created a community-centered space providing an affordable alternative to venues of its caliber and size.
 - - Designed as a platform for others to nurture ideas and innovations through marketing, showcases, and events.
 - - Serves as an anchor for downtown commerce and creative engagement.

- Founder of Essential Catering Solutions, LLC, a 10-year collaborative-style company that grossed over \$500,000 in its first five years, evolving from catering to brokered event and food-service management.
- Opened Daily Huddle Café, a government-awarded café inside the Polk County Courthouse, earning top ranking in a county RFP:
 - - Revitalized a 16-year-old restaurant system with modern online ordering and pickup service.
 - - Achieved consistent \$5,000+ weekly sales and set \$15/hour starting pay in 2022, ahead of state mandates.
- Secured and fulfilled multiple government contracts and RFPs, including emergency meal and event service projects.
- Established in-kind partnerships with nonprofits like Noah's Ark of Central Florida, exchanging food service for facility access and mutual benefit.

Public Safety, Emergency Management & Communications Leadership

- Public Information Officer & Joint Information Center Chief, Regional Domestic Security Task Force, during 2010 Haitian Repatriation Efforts at Tampa International Airport.
- Visually documented and managed communications during the 2009 H1N1 pandemic response.
- Authored and published the official After Action Report for the H1N1 Vaccination Campaign, providing a statewide model for operational readiness.
- **Received commendation from Dr. Daniel Haight for leadership and interagency collaboration.**
- Recruited by Lakeland Regional Health as Emergency Preparedness Coordinator, where she:
 - - **Secured ASPR (Administration for Strategic Preparedness and Response) funding for hospital infrastructure improvements.**
 - - **Installed bullet-resistant film on ER windows, enhanced garage lighting, and procured critical imaging equipment, expanding emergency response capability.**
- Recognized for exceptional ability to bridge federal, regional, and local systems in public health crisis management.

AI, Strategy & Innovation Leadership

- Founder of "Make It Make Money" Framework, teaching leaders to leverage AI for growth and automation.
- Trained over 350 individuals in AI technology and responsible use. Creator of "AI for Entrepreneurs: Start Smarter, Not Harder", a hands-on course integrating AI tools like ChatGPT, Perplexity, Gamma, HeyGen, and 11Labs.
- Architect of a private turnaround program, guiding service-based entrepreneurs from stagnation through alternative ways to innovative income and growth.
- Frequent speaker and strategic advisor on entrepreneurship, AI adoption, business efficiency, staff culture and innovation leadership.

Education

- • **Master of Arts in Human Resources Management** — *George Herbert Walker School of Business & Technology, Webster University, St. Louis, Missouri*
- • **Master of Arts in Management & Leadership** — *George Herbert Walker School of Business & Technology, Webster University, St. Louis, Missouri*
- • **Bachelor of Science in Organizational Management** — *Southeastern University, Lakeland, Florida*
- • **Adjunct Professor of Entrepreneurship Foundations** — *Florida Southern College, Barney Barnett School of Business & Free Enterprise*
- • **Graduate, Leadership Polk Class XVII** — *Polk Vision*
- • **Graduate, Leadership Lakeland Class XXXVIII** — *Lakeland Chamber of Commerce*
- Mentor and lecturer specializing in entrepreneurship and leadership culture, and efficiency through technology and process improvement and training.

- Advocates for generational wealth creation and equipping youth with practical skills for independence.

Philanthropy & Servant Leadership

- BOARD AND CIVIC LEADERSHIP
- Executive Board Member, Alliance for Independence (\$3.3M budget)
- Executive Board Member, Lighthouse Ministries (\$5M budget)
- Trustee, Lakeland Volunteers in Medicine – \$3.6M revenue / \$10.3M assets
- Advisory Council Member, Florida Children’s Museum – \$2.8–4.0M revenue / \$18.7–19.4M assets
- Graduate, Leadership Lakeland XXXVIII | Leadership Polk XVII
- Junior Achievement Mentor and Youth Leadership Coach
- Leads community volunteer programs promoting collaboration, civic pride, and intergenerational involvement.
- Advocate for small business inclusion and supplier diversity in city and regional partnerships.

Honors & Awards

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- - Three-time Nominee, PELA Award (2021, 2023) – Lakeland Chamber Emerge Professionals
- - Nominee, “She Knows Where She’s Going” – Girls Inc. (2019)
- - Nominee, Catapult People’s Choice and Rising Business Leader Awards – Lakeland Chamber