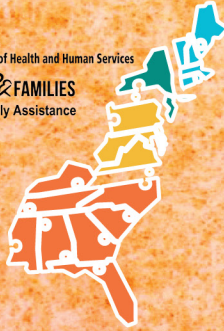




U.S. Department of Health and Human Services
OFFICE OF
CHILDREN & FAMILIES
Office of Family Assistance



OFA Regions I, II, III, & IV
TANF Directors East Coast Meeting:
Building Linkages Within and Across States
to Achieve Family Independence

Speaker Biographies

Elisabeth Babcock, President and CEO, Crittenton Women's Union

Dr. Elisabeth D. Babcock (Beth) is the President and CEO of Crittenton Women's Union (CWU). In this role, she oversees the \$11 million organization and drives its research and innovation strategy to consistently deliver new programmatic and public policy approaches expediting pathways out of poverty. CWU provides groundbreaking economic Mobility Mentoring, housing, education and workforce development programs, performs applied research, and conducts public advocacy initiatives designed to eliminate obstacles to economic self-sufficiency. Her academic and professional work focuses on the strategic leadership of mission-driven organizations. Two of her most recent articles have appeared in the Stanford Social Innovation Review (SSIR), "Your Nonprofit Construction Manager: Complex Solutions Need Dedicated Project Managers," summer 2009, and "Achieving Breakthrough Performance," summer 2008, named top SSIR article of the year. Prior to joining CWU in 2006, Beth was the President and CEO of Hearth, a nonprofit organization that she developed into a nationally-recognized model of supported housing, advocacy and research for homeless elders. Before joining Hearth, she was the Vice President of Strategy for Northeast Health Systems, a \$285 million-dollar vertically-integrated health care system. Beth received a master's degree in city and regional planning, with a concentration in health and human services policy and planning, from Harvard University's John F. Kennedy School of Government and holds a PhD in nonprofit strategy from Harvard's Graduate School of Arts and Sciences. She has taught nonprofit strategy at The Heller School for Social Policy and Management.

James Butler, Family Assistance Program Specialist, Division of State and Territory TANF Management, Office of Family Assistance, Administration for Children and Families

James Butler is a Family Assistance Program Specialist in the Division of State and Territory TANF Management, Administration for Children and Families, Office of Family Assistance (OFA), and possesses over 14 years of work experience in the behavioral sciences on the State and local level as well as the Federal level. He serves as the Project lead for the OFA Training and Technical Assistance contract, the Online Work Readiness Assessment (OWRA) contract, and the Welfare Peer TA Network contract, as well as various other projects within the Technical Assistance Branch. He is the lead for the Promising Pathways Initiative.

Deborah Carroll, Interim Director, Department of Health and Human Services

Deborah Carroll is a seasoned human-services professional who has served as DHS Interim Director previously. She joined the Agency as the Administrator for the Economic Security Administration (ESA) in 2009, and, while serving in this capacity, led the effort to design and implement a comprehensive system transformation of the District's service-delivery model in the Temporary Assistance for Needy Families (TANF) program. The program is now recognized nationally as an innovation in best practices. Additionally, she facilitated the design and implementation of a state-of-the-art eligibility and integrated case-management system in partnership with the Department of Health Care Finance; the Department of Insurance, Securities and Banking, and the Health Benefit Exchange Authority. This accomplishment allowed the District to be recognized as one of four states to successfully implement the Affordable Care Act by the October 1, 2013 federal deadline. Before joining the agency as the ESA Administrator, Carroll served as the Deputy General Counsel for DHS, and served as principal attorney for ESA. Carroll also served as the Acting General Counsel for DHS from 2006 through 2008. She is a graduate of Temple University, where she obtained her B.S. degree in therapeutic recreation. Carroll obtained her J.D. in 1991 from Temple University Law School, and afterward developed a private law practice. Throughout the course of her career, she developed expertise in health privacy, child welfare, and mental health law and practice. From 1999-2003, Carroll represented the City of Philadelphia's Departments of Health, Behavioral Health, and Human

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Services. Additionally, Carroll served as legal counsel to the City of Philadelphia's Forensic Mental Health Task Force, where she co-authored a treatise on Pennsylvania's mental health commitment laws.

Frank Ceruto, TANF Program Manager, Office of Family Assistance, Region II

Frank Ceruto was born and raised in New York City. He obtained a Bachelor's degree in Psychology from Queens College, New York and was drafted within a month of graduation. Mr. Ceruto graduated from the U.S. Army Infantry Officer Candidate and the Armor Officers' schools, and served a tour in Vietnam as a 1st Lieutenant, Platoon Leader, with the Fifth Mechanized and the Americal divisions. Subsequently, he obtained an Accounting major and one year of graduate school at Pace University, New York. As an auditor, he worked for the Defense Contract Audit Agency for four years until he transferred to the Department of Health, Education and Welfare, forerunner of the present Department of Health and Human Services. He has worked in various positions overseeing the Aid to Families with Dependent Children and the Temporary Assistance to Needy Families (TANF) programs as a cost allocation, financial management, and welfare program specialist for over three decades, and as the TANF Program Manager during the last three years.

Mariana Chilton, Director, Center for Hunger Free Communities

Mariana Chilton, PhD, MPH is an Associate Professor at Drexel University School of Public Health. She is the Director of the Center for Hunger-Free Communities and is Co-Principal investigator of Children's HealthWatch, and national research network that investigates the impact of public assistance programs on the health and wellbeing of young children and their caregivers. Dr. Chilton founded Witnesses to Hunger, a participatory action study to increase women's participation in the national dialogue on hunger and poverty. She is Principal Investigator of the Building Wealth and Health Network, which is designed to incentivize entrepreneurship and self-sufficiency in the Temporary Assistance for Needy Families program.

Dr. Chilton received her PhD from the University of Pennsylvania, Master of Public Health in Epidemiology from the University of Oklahoma, and Bachelor of Arts degree from Harvard University. She has testified before the U.S. Senate and U.S. House of Representatives on the importance of child nutrition programs and other anti-poverty policies. She has served as an advisor to Sesame Street and to the Institute of Medicine. Her awards include the "Nourish Award" from MANNNA, the "Unsung Hero Award" for Improving the Lives of Women and Girls from Women's Way and the Young Professional Award in Maternal and Child Health from the American Public Health Association. Her work has been featured in the Washington Post, the Philadelphia Inquirer, public radio, Moyers & Company, and CBS National News.

Kathleen Cloutier, Executive Director, Dorcas Place Adult and Family Learning Center

As Executive Director of Dorcas International Institute of Rhode Island, Kathy Cloutier is responsible for leading the recently merged organization, formed last year by the merger of Dorcas Place, an adult literacy and learning center; and the International Institute of Rhode Island, an immigrant and refugee service provider. Dorcas International Institute provides an impressive continuity of education and employment services for over 15,000 low-income adults and families which benefit Rhode Island's economic growth by positively impacting the development of a more literate and productive workforce. Dorcas International Institute is unique in serving a broad continuum of education levels, from ESL and beginning literacy through preparation for college and career tracks, and integrating intensive, one-on-one case management that has proven essential to the persistence and success of the students. It is also the only agency in Rhode Island offering free and low-cost immigration advice to the public, as well as legal immigration and cultural competency workshops to the community. Kathy has over 30 years of experience in non-profits, most recently as Executive Director at the Albany Community Action Partnership (ACAP), a programmatically diverse organization in Albany, N.Y. that serves low-income children and their families in a high-poverty and ethnically diverse urban setting. The programs at ACAP include career services, early childhood education, housing and heating assistance, and the New American Opportunity Center, a one-stop resource for the many immigrants and refugees relocating in that community. Her previous positions include Director of Administration & Finance at Human Resources Unlimited in Springfield, MA and Director of Administration & Finance at Franklin Community Action in Greenfield, MA. She has served her community as the member of numerous boards and commissions including the Albany County Strategic Health Alliance, Albany City Comprehensive Planning Commission, Albany United Way Strategic Planning Task Force, and New York State

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Community Action Association Board. She has an MBA in International Masters in Management from the Krannert School of Management at Purdue University, an International graduate degree program offering a dual MBA degree in collaboration with ESCP-EAP Business School in Paris, France, Tias Business School in the Netherlands and CEU Business School in Budapest, Hungary. Kathy is a nationally certified Results Oriented Management and Accountability (ROMA) trainer.

Michelle Derr, Senior Researcher, Mathematica

Dr. Michelle Derr, a senior researcher at Mathematica Policy Research, is well known for her ability to translate research findings effectively to improve public policies and direct practice. Most of her work focuses on quick turnaround research projects used to describe a promising practice or document the implementation of a public policy. She has conducted site visits to welfare agencies and other social service programs in roughly 100 communities in more than half the States and the District of Columbia. She specializes in evaluating employment and training initiatives targeted to public assistance clients, ex-offenders, individuals with disabilities, and other disadvantaged populations. Putting her knowledge into practice, she provides evidence-based technical assistance to States and local communities to help strengthen their performance outcomes. She holds a Ph.D. in Social Work from the University of Utah.

Eileen Friedman, TANF Region III Program Manager, Office of Family Assistance, Administration for Children and Families

Eileen Friedman is currently the Program Manager for TANF in the Administration for Children and Families in the Region III office in Philadelphia. Ms. Friedman has overall responsibility for TANF in the states in Region III which include the District of Columbia, Maryland, Pennsylvania, Virginia, West Virginia and Delaware. Before that, she was the Program Manager of the AFDC Program in the Regional Office. She began her career as a caseworker for the Susquehanna County Board of Assistance in Pennsylvania and then as a Casework Supervisor. She came to the Federal Government as a Program Specialist in the Work Incentive Program. She has a Bachelors degree from Marywood College and a Masters Degree in Public Administration from the Pennsylvania State University. She received her certification in Conflict Resolution from the Bryn Mawr School of Social Work.

Katie Griego, Acting Division Director, Employment & Benefits Division, Colorado Department of Human Services

Katie Griego is the Acting Director for the Employment and Benefits Division with the State of Colorado Department of Human Services. The Employment and Benefits Division is responsible for an array of Assistance and Employment Programs. These programs include the statewide implementation of the state's Temporary Assistance for Needy Families program known as Colorado Works and Adult Financial assistance programs. The Division also administers ReHire Colorado, a transitional employment program in four sites throughout the front-range and the Personal Responsibility Education Program (PREP), a federal grant focused on evidenced-based programs to prevent teen pregnancy and increase positive youth decision making and development. Katie has been instrumental in Colorado's redesign efforts of the Colorado Works program over the past six years.

Susan Golonka, Acting Director, Office of Family Assistance, Administration for Children and Families

Susan Golonka is the Acting Director of the Office of Family Assistance, Administration for Children and Families (ACF), U.S. Department of Health and Human Services (HHS). She is a nationally recognized expert on welfare reform, foster care and related human service issues. Prior to joining ACF, Ms. Golonka served as the program director of the Economic, Human Services and Workforce Division at the National Governor's Association (NGA). Ms. Golonka directed NGA's policy analysis, research, and technical assistance efforts on welfare reform, low-income families, work supports service integration, and child welfare to help State policymakers and administrators develop and implement sound policies. She oversaw technical assistance to States through on-site consultations, intensive ongoing technical assistance, customized workshops, and policy academies. Ms. Golonka also managed the network of governors' Human Services Policy Advisors. Ms. Golonka received her Master's degree in Public Administration from the University of North Carolina at Chapel Hill and her Bachelor of Arts degree from the University of Virginia.

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Mark Greenberg, Acting Assistant Secretary, Administration for Children and Families

Before joining HHS, Mark H. Greenberg directed the Georgetown University Center on Poverty, Inequality and Public Policy, a joint initiative of the Georgetown University Law Center and the Georgetown Public Policy Institute. In addition, he was a Senior Fellow at the Center for American Progress (CAP) and the Center for Law and Social Policy (CLASP). He previously served as the Executive Director of CAP's Task Force on Poverty and as CLASP's Director of Policy. During his career, Mr. Greenberg has written extensively on issues relating to Federal and State welfare reform efforts; workforce policy issues affecting low-income families; child care and early education policy; tax policy; poverty measurement; and a range of other low-income issues. In addition, he frequently provided technical assistance to State and local governments regarding poverty reduction strategies. Prior to coming to D.C., Mr. Greenberg worked at Jacksonville Area Legal Aid in Florida and the Western Center on Law and Poverty in Los Angeles, California. Mr. Greenberg is a graduate of Harvard College and Harvard Law School.

Louisa Jones, Principal, ICF International

Louisa Fuller Jones, PMP, is a Principal at ICF International, Inc. Ms. Jones has over 14 years of experience managing and developing TANF, workforce development, and education projects for the U.S. Departments of Health and Human Services, Education, and Labor. Currently, Ms. Jones provides strategic direction and TA support for OFA, OCS, and ORR's TA initiatives for TANF, low-skilled, and refugee populations. She has extensive expertise in providing evidence-informed TA for all ten ACF Regional Offices; all 50 States, Territories, Tribal TANF programs, and multiple urban and rural TANF agencies and their community based partners. Prior to joining ICF, Ms. Jones managed U.S. Department of Education and Labor projects that conducted qualitative research; provided intensive training and technical assistance; and disseminated information to State and local education and workforce agencies around Title One schools, workforce development, secondary to postsecondary transitions, and career development. Ms. Jones received her Masters in International Education Development from Columbia University, Teachers College where she studied abroad in South Africa and Tanzania, and she received her Bachelors in International Studies/History from the University of North Carolina at Chapel-Hill.

Shauna King-Simms, Director of Transitions Programs, Kentucky Community and Technical Colleges

Shauna King-Simms is the Director of Transitional Programs at the Kentucky Community and Technical College System (KCTCS), where she works with policy and program development targeting economically disadvantaged and educationally under-prepared students. Prior to joining the KCTCS staff in August, 1999, Shauna administered post-secondary education TANF contracts for the Kentucky Cabinet for Health and Family Services and served as staff for the Cabinet's task force on post-secondary education. Ms. King-Simms spent 10 years as a state level administrator of Kentucky's adult basic education and literacy initiatives and 7 years as a student services administrator in a two-year college. She was also a regional administrator for the Job Training Partnership Act program. Shauna initially joined the KCTCS Chancellor's office staff to implement a statewide TANF funded initiative aimed at recruiting, transitioning and supporting Kentucky's public assistance recipients in the Community and Technical College System. The success of this nationally recognized effort, "Ready to Work", led to a parallel initiative targeting the state's adult education population. This transitions model integrates campus-based targeted case management with a TANF funded work study component. Additionally, she has assisted in the design and supported implementation of innovative transitioning collaborations among KCTCS colleges and local adult education providers statewide. More recently, Shauna has facilitated the KCTCS statewide Career Pathways initiative as part of Kentucky's Ford Foundation Bridges to Opportunity Initiative. All sixteen KCTCS colleges have developed and implemented at least one Career Pathway in an employment sector identified in collaboration with their local stakeholders. As part of this process, Shauna facilitated the statewide Developmental Education Pathways faculty workgroup. Shauna has a BA from Eastern Kentucky University and an MA from the University of Cincinnati in Organizational Behavior and Communications.

Stan Koutstaal, Program Manager, Health Profession Opportunity Grants, Administration for Children and Families

Dr. Stan Koutstaal is Program Manager for the Health Profession Opportunity Grants (HPOG) program in the Administration for Children and Families (ACF). HPOG provides training and education to TANF recipients and other low-income individuals for occupations in the health care field that pay well and are in high demand. Prior to

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servicing the HPOG program, he provided leadership for several other ACF programs including Abstinence Education, Runaway and Homeless Youth Programs, Mentoring Children of Prisoners, and Family Violence and Prevention Services. Before his Federal service, he was the Director of Counseling for a non-profit organization in St. Louis, Missouri. He has also served as an adjunct faculty member for graduate classes at St. Louis University and Virginia Tech University. He received his Ph.D. in Marriage and Family Therapy from Texas Tech University.

Leo Miller, Director, Office of State Systems, Employment and Training Administration

Leo Miller works for the U.S. Department of Labor Employment and Training Administration. As Director of State Systems he oversees the implementation of DOL funded workforce programs in the states of Delaware, Maryland, Pennsylvania, Virginia and West Virginia, as well as the District of Columbia. In his twelve years at the Department of Labor, Leo has managed the Financial and Administrative unit as well as the Office of Special Initiatives and Demonstrations. Leo spent 2008 working for Human Resources and Social Development Canada as an American Exchange program designed to enhance cross border collaboration on Workforce Issues. Prior to coming to the Department of Labor, Leo worked as a local workforce board director in the Commonwealth of Pennsylvania.

Carol Monteiro, TANF Region I Program Manager, Office of Family Assistance, Administration for Children and Families

Carol Monteiro is the Region I TANF Program Manager, Administration for Children and Families, U.S. Department of Health and Human Services. As Regional Manager, Carol provides oversight and guidance to the New England States on the operation of the TANF program. She previously worked in the Office of Child Support Enforcement Services (OCSE) and was a member of the OCSE National Training Workgroup, Regional Training Liaison and lead for the Region I Intergovernmental Workgroup in addition to programmatic duties. She joined OCSE in 1987 after working in the AFDC program under the Family Support Administration and the Health Care Finance Administration (now known as HCFA).

Lourdes Padilla, Deputy Secretary, Pennsylvania Department of Public Welfare

Lourdes Padilla has been with the Pennsylvania Department of Public Welfare since June of 1988, during which time she has served in a number of capacities. A graduate of the Ponce School of Business, Ponce, Puerto Rico, she began her career as an Income Maintenance Caseworker (IMCW) with the Lancaster County Assistance Office (CAO). Her talents were quickly recognized and she was soon promoted to IMCW Supervisor. Within a few years Lourdes became an Income Maintenance Administrator 1, responsible for overseeing a team of supervisors within the CAO and later moved on to the Executive Director position, responsible for all CAO personnel and operations. As Executive Director, Lourdes guided the first large CAO in Pennsylvania to meet the Federal Participation Rate for Temporary Assistance to Needy Families (TANF) and successfully established process improvement strategies at multiple offices to increase productivity and efficiencies. These accomplishments and other notable achievements, solidified Lourdes the Area Manager position. As Area Manager she directed the implementation of the Modern Office initiative in seven Area 2 counties. She also spearheaded the Statewide Semi-Annual Reporting (SAR) tracking and processing initiative, to guarantee that forms received in the CAO are scanned, tracked and processed timely and accurately. This initiative ensures that clients receive much needed benefits as quickly as possible and contributes to increased program integrity. In her current position as Deputy Secretary for the Office of Income Maintenance (OIM) Lourdes's goal is to lead OIM to operational excellence through continuous improvement initiatives. Her experience and leadership has given her significant operational insight and she understands the relationship between employees' attitudes and their relationship to organizational effectiveness, outcomes, performance, and engagement. A confident, compassionate and dedicated leader, well versed in the challenges facing OIM, she has demonstrated strong leadership skills and the capability to move OIM forward as a competent and viable organization.

Peter Palermino, Program Manager, Economic Security Unit, State of Connecticut Department of Social Services

Peter Palermino is the Program Manager for the Economic Security Unit in the Division of Integrated Services at the Connecticut Department of Social Services (DSS). DSS is the statutory designated lead agency for cash assistance, child support, SNAP, medical assistance and many other health and human services in Connecticut. In this capacity, Mr. Palermino serves as the state Child Care and TANF Administrator having responsibility for the

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respective state plans and oversight to the federal TANF and child care funds distributed to Connecticut. Mr. Palermino formerly served as the statewide Public Housing Authority Administrator for the federal Section 8 Housing Voucher program and a state funded Rental Assistance Program before the programs transferred to a new CT Department of Housing in July 2013. Mr. Palermino is also responsible for other state assistance programs that support the elderly, deaf/hard of hearing, blind/visually impaired, witness protection individuals and low-income male adults. Mr. Palermino represents the Commissioner for the CT Department of Social Services at a variety of state and local housing, social services and early care and education planning and advocacy groups. Mr. Palermino and his staff are also responsible for coordinating other administrative and planning tasks to insure services such as transportation, voter registration and work verifications are provided for Connecticut families.

Curt Pesicka, Manager of Operations for Workforce Development, Office of Economic Development, Denver County

Curt Pesicka has been Manager of Operations for the Colorado Works (TANF) program with the Office of Economic Development (OED), Workforce Development, with the City and County of Denver for five years. He has twenty-seven years' experience with the TANF and AFDC programs, working as an Administrator, Economic Development Supervisor, Management Analyst and Employment Counselor. Curt has served as Acting Manager for OED's Quality Assurance, and Assessment and Training teams.

Amy Sawyer, Regional Coordinator, United States Interagency Council on Homelessness

Amy Sawyer currently serves as a Regional Coordinator at the United States Interagency Council on Homelessness (USICH), a principal representative and bridge between the work of the full Council and states and communities. In this role, she is responsible for facilitating the strategic implementation of Opening Doors specifically in the Southeast and Mid-Atlantic regions. Regional coordinators convene stakeholders at every level of government and with the private sector, encouraging implementation of strategies that maximize the impact of Federal resources and supporting strategic planning efforts. Regional Coordinators also disseminate information about proven practices, bridge linkages among communities, and share practical resources to support community efforts and foster momentum through shared knowledge and cross-community collaboration. Prior to joining USICH, Amy coordinated the Homeless Initiative for the City of Asheville and Buncombe County, NC over the past five years. Her work helped the community make a marked impact on chronic homelessness and apply lessons learned to rapid re-housing, minimizing the impact of housing crisis for the community. In 2012, the community reported a 75% decrease in chronic homelessness. This work, paired with her experiences in family and child social work and a Master's of Science in Human Development has allowed Amy to bring a unique mix of compassion, vision, collaboration, and evidence-based approaches to her work.

LaMonica Shelton, TANF Region IV Program Manager, Office of Family Assistance, Administration for Children and Families

LaMonica Shelton serves as the Temporary Assistance for Needy Families (TANF) Regional Program Manager with the Administration for Children and Families (ACF), U.S. Department of Health and Human Services, working with States and federally recognized Tribes in the Southeast. Prior to joining ACF, she worked at the Corporation for National and Community Service, the umbrella federal agency for programs such as AmeriCorps, VISTA and Senior Corps. There, Ms. Shelton served in multiple positions, including her last position as Acting Director for Research and Evaluation Associate-Director for Policy and Communications in the Office of Strategy. Ms. Shelton has a Bachelor's degree in Government and a Juris Doctor.

Christina Tschlis, Region III Program Specialist, Office of Family Assistance

Christina Tschlis graduated from The Philadelphia High School For Girls and Holy Family University. Ms. Tschlis has worked for the Department of Health and Human Services for 14 years in various positions. Ms. Tschlis began her career with HHS in 2000 working as an OIG Auditor. In 2004, Ms. Tschlis joined ACF as a financial specialist for the Child Support Enforcement Program. Ms. Tschlis has been a Program Specialist for the TANF Program since 2008. Ms. Tschlis is the TANF Program Specialist who works with Delaware, Virginia and West Virginia. Ms. Tschlis is also the Region 3 TANF Data Lead.

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Essey Workie, Regional Administrator, Administration for Children and Families

Essey Workie is the Regional Administrator and principal representative for the Administration for Children and Families, Region III in Philadelphia, Pa. The Region comprises six states: Delaware, District of Columbia, Maryland, Pennsylvania, Virginia and West Virginia. Ms. Workie provides executive leadership and direction to ensure coordination and integration of activities across Head Start, Temporary Assistance for Needy Families, child welfare, child care, child support, refugee resettlement and other programs for underserved populations in these states. She also leads key ACF initiatives including extending affordable coverage to the uninsured, promoting responsible fatherhood, preventing human trafficking and engaging community and faith-based partnerships. Ms. Workie joined ACF in 2006. While at the Office of Child Support Enforcement, she developed training tools for family-first distribution of child support payments. She also developed international case processing tools in consultation with El Salvador, Israel and other countries and assisted in developing a multi-lateral agreement under The Hague Conference on Private International Law. Before becoming Regional Administrator for Region III, Ms. Workie established the Division of Refugee Health within the Office of Refugee Resettlement (ORR) and served as its Director. She spearheaded numerous initiatives including mobilizing the resettlement network to prepare for healthcare reform and developing partnerships to promote integrated health and social service systems in advocacy of refugees and other vulnerable populations. Ms. Workie began her health and human services career in Philadelphia. She worked as a mental health therapist in outpatient and residential treatment center settings and as a social worker in the child welfare system before entering the federal service. She has a Bachelor of Science degree in Psychology and Family Studies from James Madison University and a Master's Degree in Social Work from Temple University.

Rodney Wright, Region 3 Family Support Program Manager, West Virginia Department of Health and Human Resources

Rodney Wright is one of four Regional Program Managers for the Division of Family Assistance within the Bureau for Children and Families/West Virginia Department of Health and Human Resources. Mr. Wright graduated from West Virginia Wesleyan College with a degree in Business Management. He is a 21-year veteran of the West Virginia Department of Health and Human Resources. He started in 1992 as an Economic Service Worker. In 1996, Mr. Wright became a trainer for Economic Services and West Virginia Works staff. In 2002, he was promoted to his current position in which he helps Region 3 with policy, systems and office procedures as they pertain to all Family Assistance Programs (TANF, SNAP, Medicaid, etc.). For this position, Mr. Wright acts as a liaison between the state office and the 15 counties within Region 3.

Keith Zalaznik, Senior Manager, Deloitte Consulting, West Virginia Department of Health and Human Resources

Keith Zalaznik is a senior manager with Deloitte Consulting with more than 20 years of IT experience with 12 of those years supporting HHS agencies. He graduated from the Citadel in 1990 and has lived all over this country while supporting multiple organizations and projects, which resulted in an appreciation for proven methods. Keith has been the project manager for the WV RAPIDS project for the past 7 years as the team conducted an incremental modernization of their integrated eligibility suite of applications. The data warehouse and reporting system we will discuss today is one component of that solution.