



Adapting Client-Centered Approaches to a Virtual Environment Meetings

Regions I-IV: March 22, 2021
Regions V-VIII: March 8, 2021
Regions IX-X: February 22, 2021

Speaker Biosketches



Melissa Bocash, Benefit Program Administrator, Vermont Economic Services Division, Vermont Agency of Human Services

Melissa Bocash, BA, serves as a Benefit Program Assistant Administrator of Reach Up, Vermont’s TANF program. Ms. Bocash has worked for the Reach Up program for over 10 years. She oversees the Good News Garage and Post-Secondary Education program.

Ms. Bocash holds a BA in Psychology from Norwich University. She lives in St. Albans, Vermont with her husband, son, and dog.



Diana Cockrell, Section Manager, Prenatal to 25 Lifespan Mental Health and Substance Use Services, Washington State Health Care Authority

Diana Cockrell worked for over a decade directly in the substance use treatment services and co-occurring substance use and mental health field. She worked with youth, young adults, and their families. Ms. Cockrell eventually moved to working with local health jurisdictions and then state government. Her work is driven by the experiences of the youth and families that she served. These families needed trauma informed, whole person, whole family care that met their unique needs and were unable to access this care in the system as it was configured.

Today Ms. Cockrell works for the Washington State Health Care Authority in the Division of Behavioral Health and Recovery. She recognizes that there are miles to go to actualize true, whole person/whole family care; the work of shifting to models of care that intentionally incorporate trauma informed approaches, diversity, equity, and inclusion as well as intentional work across professional lines and systems is a strong step in the right direction.



Gerrie Cotter, Program Manager, Comprehensive Case Management and Employment Program (CCMEP), Ohio Department of Job and Family Services

Gerrie Cotter manages the Comprehensive Case Management and Employment Program (CCMEP) for the Ohio Department of Job and Family Services' Office of Workforce Development which is funded by both the Workforce Innovation and Opportunity Act (WIOA) Youth and the Temporary Assistance for Needy Families (TANF) programs. CCMEP serves opportunity youth, ages 14-24, by providing employment, education, and wrap-around supportive services to help youth enter in-demand careers and achieve self-sufficiency. During Ms. Cotter's 10-year career with ODJFS, she managed OhioMeansJobs.com projects with the Ohio Department of Education and the Ohio Department of Higher Education and developed policy as the former Director of Policy, Strategy, and Performance in the Director's Office. Ms. Cotter has her B.A. in International Studies and French from West Virginia University as well as her J.D. from Loyola University, New Orleans.



Laurel Kiser, Ph.D., M.B.A, Principal Investigator and Strengthening Families Coping Resource Team Leader, The Family-Informed Trauma Treatment Center

Laurel J. Kiser, Ph.D., M.B.A. is a psychologist and Associate Professor in the Department of Psychiatry, University of Maryland School of Medicine. Dr. Kiser leads the Family Informed Trauma Treatment (FITT) Center, a National Child Traumatic Stress Network Category II Center. She has received support from the National Institute of Mental Health and the Substance Abuse and Mental Health Services Administration to develop family-based interventions to address the high rates of trauma exposure and the prevalence of trauma-related disorders related to poverty.



Anna Read, Officer, Broadband Research Initiative, Pew Charitable Trusts

Anna Read is the research officer for Pew's broadband research initiative, which examines efforts to connect millions of Americans to high-speed, reliable internet. Before joining Pew, she was a senior research associate at the American Planning Association and worked as a project manager on regional broadband planning efforts for Missouri's Office of Administration. Ms. Read holds a bachelor's degree from Bryn Mawr College and a master's degree in regional planning from Cornell University.



Anna Tekippe, Clinician, Center for Work Education and Employment

Anna Tekippe is the clinician at the Center for Work Education and Employment (CWEE), one of Denver's leading anti-poverty and workforce development organizations. With over 20 years of experience, Ms. Tekippe's approach to organizational development and psychotherapy is rooted in understanding and responding to the intersection of economic injustice and mental health, with the aim of supporting healing from systemic and interpersonal trauma. She has worked as an anti-violence advocate, educator, and counselor at such places as CAWC, SAFE, Columbia University, and ProjectWISE. In addition to providing direct service, Ms. Tekippe facilitates

trainings on trauma-informed organizational practices and vicarious trauma and compassion fatigue, and advocates for the integration of a trauma-informed approach in the field of workforce development.



Charles Thompson, Associate Dean for Workforce Funding Programs at Edmonds College

Charles Thompson is the Associate Dean for Workforce Funding at Edmonds College in Lynnwood, Washington. He currently oversees the WorkFirst (TANF) and BFET (SNAP) programs along with several state programs. These programs work closely with the Washington State Department of Health and Human Services regional service centers, and he serves on the board of the Local

Planning Area with the Washington Department of Social and Health Services (DSHS).

For 7 years, Mr. Thompson was the Director of Innovations in Creating Access to Careers in Healthcare (ICATCH), a \$15M Health Profession Opportunity Grant leading a partnership of four community colleges, DSHS Regional offices, Workforce Snohomish (WDC) and more than 50 community service partners serving low-income individuals to working careers in healthcare. From the beginning in 2010, the ICATCH program identified available technology as a great barrier to low-income students and incorporated a loaned laptop, internet access, and training into the design of the program.

Mr. Thompson holds a Master's Degree in Higher Education, Leadership and Policy with a focus on student development from the University of Washington.



DaiJuan TR Wade-Jones, Supervisor of Special Projects, Operations and Training, Division of Customer Workforce Employment and Training, DC Department of Human Services

DaiJuan TR Wade-Jones is currently a supervisor of special projects for Operations and Training for the District of Columbia Department of Human Services. She is a subject matter expert in vocational education and workforce and community development, which includes implementing Job Placement and

Education and Occupational Training within the TANF Employment Program for the District of Columbia. Ms. Wade-Jones is also a certified life coach and certified relationship workshop facilitator and has her Bachelor of Arts in Business Administration and Management.



Michael Yoder, Workforce Development Manager, Nevada Department of Health and Human Services

Michael Yoder is the Workforce Development Manager for the Division of Welfare and Supportive Services (DWSS). He brings 15 years of workforce development experience to the newly formed Workforce Development Unit created by DWSS in 2017 in response to new WIOA guidelines and the workforce system integration efforts being led by Nevada's Southern Workforce

Investment Board, Workforce Connections. His team works together with local elected officials, community-based organizations, educators, and employers in efforts to provide career pathways for Nevada's poverty level populations participating in the SNAPET and TANF programs.