



Administration for Children and Families
Office of Family Assistance
Regions VI and VIII

Improving Families' Well-Being During Challenging Times

2011 Bi-Regional State TANF and
Tribal TANF Directors' Conference

Speaker Biographies

Richard C. Allen serves as the Associate Regional Administrator for the Denver Division of Medicaid and Children's Health. Mr. Allen has held this position since February 2008.

Mr. Allen has been associated with the Medicaid and SCHIP programs for over 30 years. Mr. Allen joined the Centers for Medicare and Medicaid Services in December 2002 as the Denver Program Branch Manager within the Division of Medicaid Children Health. Mr. Allen is responsible for overseeing the CMS Medicaid and SCHIP program operations in the six Rocky Mountain States including Colorado, Montana, North Dakota, South Dakota, Utah and Wyoming. He also served as acting deputy director for the Division of State Waiver and Demonstrations. This division approves and reviews Section 1115 waivers that offer States the opportunity to implement the most far reaching innovations in the Medicaid program. Before joining CMS, Mr. Allen held many positions with the Colorado Medicaid program including Medicaid Director. Mr. Allen served on the Executive Committee of the National Association of State Medicaid Directors and has received several awards and honors including the CMS Administrator's Citation award and the Denver Regional Office Employee of the Year Award. Mr. Allen has been married to his wife Carole for 32 years and they have two wonderful children. Mr. Allen believes passionately in the purpose and mission of the Medicaid and SCHIP programs and has seen firsthand the positive impact these programs have on our communities and families.

Tim Battreall is a Kinship Caseworker with El Paso County, Colorado, Department of Human Services. Mr. Battreall is a Mesa State graduate. Prior to joining El Paso County, he served five years with Mesa County in child protection. Mr. Battreall has worked over fourteen years with El Paso County working in adolescent intake and institutional abuse investigations. Over the past six years, he has worked in a kinship unit serving the child welfare division.

Myron Berzas is the TANF Director for the Louisiana Office of Economic Stability, Department of Children & Family Services. Mr. Berzas attended the University of Southwestern Louisiana where he graduated in 1993 earning a Bachelor's Degree in Business Administration. Myron began employment in 1993 with the Department of Social Services Office of Family Support as an Eligibility Examiner. In 2003, he served as Assistant Parish Manager in Lafayette Parish and went on to serve as Parish Administrator in Vermilion and Iberia Parishes from 2005 to 2010. From March of 2010 to present, he served as State TANF Director for the Louisiana Department of Children and Family Services (formerly the Louisiana Department of Social Services). Mr. Berzas also currently serves as Commissioner on the Louisiana Child Poverty Prevention Council, the Louisiana Commission for the Deaf and the Louisiana Rehabilitation Council.



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Jane M. (Peggy) Butcher has worked for the Oklahoma Department of Human Services for 37 years. She is presently a Programs Administrator with the Family Support Services Division (FSSD). She has the administrative responsibility for the Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP), and Child Care Subsidy Program within FSSD. She previously served as TANF Program Manager. Prior to that time she worked within the TANF/AFDC programs within the state and county offices. She also serves as the Project Director for a Healthy Marriage and Responsible Fatherhood Demonstration grant. She serves on the Workforce Support Services Team in support of the Governor's Council for Economic and Workforce Development. She received her Bachelor's of Arts degree from the University of Oklahoma.

Angela Duran is an AFI Regional Consultant for the Assets for Independence Resource Center. She works in Region VI to increase the availability of asset building opportunities and bring Assets for Independence projects to more communities.

Angela is the owner of Duran Associates, a consulting firm that works with nonprofits and government agencies. Clients have included Arkansas Advocates for Children and Families, the Arkansas Center for Health Improvement, Arkansas Coalition for Excellence, CFED, Enterprise Corporation of the Delta, and Just Communities of Arkansas.

Angela previously served as the President of Southern Good Faith Fund, where she led the organization to program and policy innovation in the areas of asset, small business, and workforce development. She was also employed as a Program Officer at the Foundation for the Mid South and a Special Assistant at the U.S. Department of Health and Human Services.

Angela currently serves as Chair of the Board of Mount Saint Mary Academy and Treasurer for the Board of the Arkansas Access to Justice Foundation.

Angela was named the Mount Saint Mary Academy Alumna of the Year in 2009, Arkansas Business' Nonprofit Executive of the Year in 2007, and to Arkansas Business' 40 Under 40 List of Up and Coming Leaders in 2004. Under her leadership, Southern Good Faith Fund was named a Families Count Honoree by the Annie E Casey Foundation in 2006 and Arkansas Business' Nonprofit Organization of the Year in 2004.

Claude S. Endfield, M.S., has served as Program Chair of Early Childhood at Northland Pioneer College in northeastern Arizona. She completed a sabbatical in 1999 "Developing Policies and Procedures" for tribal programs with TriTac, Native American Management Services. She has also presented sessions at combined Tribal TANF/Tribal Child Care conferences dealing with Policies and Procedures. She is the mother of four members of the White Mountain Apache Tribe. She is currently working with Navajo Nation to train NNPSR customers for positions within early childhood programs.



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Lesia Evers is the Acting State Director of Indian Affairs for the State of Montana where she has served since June 2010 when she was appointed by Governor Brian Schweitzer. Prior to that, she spent two years as the Economic Development Specialist for Indian Country in the Governor's Office of Economic Development. Working with each of the tribe's governing bodies, urban Indian organizations and Indian people throughout Montana has been a unique and positive experience and fits perfect into her passion to serve others.

Born on the Blackfeet Reservation in Browning, Montana, she is of Blackfeet descent and is an enrolled member of the Turtle Mountain Band of Chippewas. She and her son Elliott currently reside in Helena, Montana where she has spent the last 12 years working for the State of Montana.

Lauren Eyster is a research associate in the Urban Institute's Income and Benefits Policy Center. She studies the implementation and impacts of policies and programs affecting American workers and their families, namely workforce development, welfare, child welfare, and child care issues. Her current research is focused on sectoral job training programs, especially those serving low-income individuals. Ms. Eyster has her Master's in public policy from Johns Hopkins University and is a Ph.D. candidate in public policy and public administration at George Washington University.

Gene Felix, M.A., was involved in the planning, negotiation and implementation of the South Puget Intertribal Planning Agency (SPIPA) TANF Program. She was also instrumental in the development and implementation of the SPIPA One Stop Career Center (WIA program). Gene has more than 23 years experience in human services and has worked in the area of program development for 12 years. She specializes in mediation, domestic violence and substance abuse. She is currently the Program Coordinator of Client Services for the SPIPA TANF Program.



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Richard C. Froeschle currently serves as the Director of the Labor Market and Career Information (LMCI) department of the Texas Workforce Commission. He previously served as the Director of the Career Development Resources (CDR) department of the Texas Workforce Commission, a position he held between May 1990 and September 2003. He also served as a labor market economist with the Texas State Occupational Information Coordinating Committee (SOICC) and the Texas Department of Community Affairs. Prior to his work with Texas State government, Mr. Froeschle conducted in-service training with the National Labor Market Information Training Institute at the University of North Texas in the areas of strategic planning and regional economic analysis for CETA and JTPA employment and training programs.

Mr. Froeschle has a Bachelor's degree in Economics from the University of Texas at Austin and a Master's degree in Manpower and Industrial Relations from the University of North Texas, where he also taught microeconomics, labor market analysis and regional planning for three years. His writings include three books, *Where the Jobs Are*, *Connecting the Dots*, and *Working Texas Style: Think Globally, Plan Regionally*, a dozen monographs including *Targeting Your Labor Market*, *Getting Down to Business: A Practitioners Guide to Understanding and Operationalizing a Clusters Approach to Regional Workforce and Economic Development*, and *The Texas Economy: An Age of Global Economic Opportunity*, and many related essays and briefs all focused on the application of labor market and career information in education policy, workforce planning and economic development. Mr. Froeschle has made presentations at over 340 conference events over the past decade on a variety of labor market topics. His professional specialties and interests are in the fields of regional economic analysis, labor market dynamics and the development and interpretation of labor market information; all of which have occupied his career for the past 32 years.

Les Hollie joined the Office of Investigations (OI) in 2002 as a Special Agent in the Las Vegas Field Office. In 2008, Mr. Hollie was promoted to Inspector with the Special Investigations Branch at OI Headquarters. In this capacity Mr. Hollie served as the Senior Inspector and case agent on numerous high profile and highly sensitive Congressional investigations.

In 2009, Mr. Hollie was appointed as the National Strike Force Coordinator for the Office of Investigations. In this capacity, he managed and provided oversight in the day to day function of all Strike Force activities nationwide. Additionally, Mr. Hollie oversaw several high profile media endeavors that showcased Strike Force efforts including special reports by Dan Rather, ABC World News tonight with Diane Sawyer and numerous Associated Press stories.

Mr. Hollie was promoted to Special Agent in Charge of the Kansas City Region in July of 2010. Mr. Hollie supervises a staff of 31 Special Agents and five support staff covering 10 and two third states and 14 Federal judicial districts. Region VII covers Utah, Wyoming, Montana, South Dakota, North Dakota, Nebraska, Iowa, Kansas, Missouri and two-thirds of the state of Illinois.

He has received numerous professional awards to include the Inspector General (IG) Academy's William H. Barton Award, Secretary's Award for Distinguished Service and IG Exceptional Achievement Award.



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Karen Gaddis is the Director of the Department of Safe and Stable Families at the Chickasaw Nation and has been employed at the tribe for 5.5 years. She oversees the Office of Violence Prevention, which includes several programs/grants that assist victims of domestic violence, sexual assault and stalking, including an Indian women's shelter and a service area of 13.5 counties. Ms. Gaddis is currently serving as a regional representative on the board of the Native Alliance Against Violence, Oklahoma's tribal domestic violence coalition. Ms. Gaddis holds a Bachelor's in social work from East Central University, Master's in social work from the University of Oklahoma and is a licensed clinical social worker (LCSW).

Ruth M. Glenn, is employed by the Colorado Department of Human Services as the Director of the Domestic Violence Program (DVP). Ruth has worked and volunteered in the domestic violence field for over 16 years and holds a Masters' in Public Administration (MPA) from the University of Colorado Denver, Domestic Violence Program.

Ms. Glenn has served on many Colorado domestic violence program and funding boards, provided hundreds of presentations on domestic violence victimization and survival, testified before the Colorado legislature, appeared on local and national television, and provided consultation on a local and national level on victim/survivor issues as they relate to domestic violence. In 2010 she was invited to the White House, to participate in President Obama's, Domestic Violence Month Awareness event.

Mark H. Greenberg is the Deputy Assistant Secretary for Policy at the Department of Health and Human Services, Administration for Children and Families. Before joining HHS, Mr. 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.



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Teri Haymond, LCSW, is the Child Welfare Supervisor at the Denver Indian Family Resource Center (DIFRC). In this role she provides clinical supervision and oversight of DIFRC's family reunification and family preservation service delivery model in addition to project management for several federal, state, and foundation grants. Prior to this position, Ms. Haymond provided direct social work practice to urban American Indian families working towards reunification with their children.

Ms. Haymond is a Licensed Clinical Social Worker in the state of Colorado and received her Master's degree in Social Work from the University of Denver in 2005. Practicing in the field of social work for ten years, she has extensive experience in the area of Indian child welfare and systems change work. Ms. Haymond has presented Indian Child Welfare Act trainings at the 2010 National CASA conference and statewide to county Department of Human Services staff. She completed her undergraduate internship with the Eastern Shoshone Tribe of the Wind River Reservation in Wyoming.

Dr. Earl S. Johnson is the Director of the Office of Family Assistance. Prior to joining ACF, Dr. Johnson was senior Policy Advisor to Oakland, California Mayor Ron Dellums, where he was responsible for helping set policy and program goals for the city in the areas of workforce, health and urban affairs. He also worked with the White House Office of Faith-Based and Neighborhood Partnerships on fatherhood initiatives. Before serving in Oakland he had significant state and nonprofit sector experience, having served as Associate Secretary for Planning and Evaluation in the California Health and Human Services Agency, as Associate Director, Working Communities for the Rockefeller Foundation, and as Senior Program Officer for The California Endowment, a private statewide health foundation.

Dr. Johnson graduated from the American University in Washington and earned a Master of Arts in Public Policy from the University of Chicago and a Ph.D in Social Welfare from the University of California. He is widely known for his work in developing programs and policy on matters related to TANF and has authored articles on needy family issues. His areas of expertise include poverty and fatherhood, both high priority issues for the Administration and HHS.

Gilda Kennedy currently serves as a Program Coordinator II for the South Carolina Department of Social Services with responsibility for TANF Program Development, Grant Writing and Program Support within the Division of Family Assistance. Ms. Kennedy has thirty plus years of experience in designing, implementing and directing training and employment programs for economically disadvantaged individuals. Much of her work involves developing and maintaining collaborative partnerships with agencies and organizations to enhance services and leverage resources. To this end, she has worked to strengthen families through her association with many organizations to include; the National Institute for Family Literacy, South Carolina Afterschool Alliance, South Carolina Interagency Transportation Coordination Council and the South Carolina Fatherhood Practitioners Network.



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Shauna King-Simms, Chancellor's Office, Director of Transitions Programs, Kentucky Community and Technical College System, has 30 years of experience working with educationally and economically at-risk and non-traditional student populations. She is currently the Director of Transitions 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 where she served as Deputy Commissioner 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's tenure at KCTCS has included implementation of a nationally recognized TANF collaboration; technical assistance and support of innovative transitioning collaborations among KCTCS colleges and local adult education providers statewide; and facilitated the KCTCS statewide Career Pathways pilots developed as Kentucky's strategy to support the Ford Foundation *Bridges to Opportunity Initiative*.

Shauna has a Bachelor's degree from Eastern Kentucky University and a Master's from the University of Cincinnati in Organizational Behavior and Communications.

Patty LaPlant is a member of the Blackfeet Tribe. She has worked in social services administration, including child welfare and TANF, for over 30 years, both on and off the reservation. Ms. LaPlant's recent work includes Casey Family Programs' Indian Child Welfare Unit and technical assistance for SAMHSA Tribal Children's Mental Health Services grantees. Ms. LaPlant is presently consulting from her home reservation in Northern Montana and is responsible for the implementation of the Blackfeet Child Support Program.

Anne Menard is the Director of the National Resource Center on Domestic Violence, Pennsylvania Coalition Against Domestic Violence. Ms. Menard has worked on policy, practice and research issues affecting domestic violence and sexual assault survivors since the mid-70s. In 2005, after serving as a one-year senior consultant to the Family Violence Prevention and Services Program of the US Department of Health and Human Services, she returned as Director of the National Resource Center on Domestic Violence (NRC DV), a position she previously held from 1994-99. At the NRC DV, she directs technical assistance, training, resource development and special projects to support domestic violence intervention and prevention efforts in the U.S. Prior to this national level work, Ms. Menard led the Connecticut Coalition Against Domestic Violence for over six years, and, in the early 1980s, co-directed Connecticut's largest domestic violence shelter and was actively involved in grassroots sexual assault advocacy.



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Special Agent (SA) Curt L. Muller has been in law enforcement for over 20 years. SA Muller started his law enforcement career in 1990 working for Elk Point, South Dakota as a police officer after graduating from the South Dakota Law Enforcement Training Center. In 2000, SA Muller left the Elk Point Police Department as the department's Chief of Police after being hired by the US Department of Health and Human Service, Office of Inspector General – Office of Investigations (HHS-OIG-OI) as a Special Agent. Mr. Muller was assigned to the Sioux Falls South Dakota Field Office.

SA Muller is a graduate of the Federal Law Enforcement Training Center as a criminal investigator. He is responsible for investigating waste, fraud, and abuse in programs under HHS such as Medicare, Medicaid, and the Indian Health Service. These criminal, civil and administrative investigations include complex health care fraud schemes, drug diversion schemes, crimes by Federal employees, and other Federal, State, and Tribal offenses relating to HHS programs. SA Muller is also assigned to HHS-OIG's Indian Health Service Workgroup.

Karen Quigley has served as Executive Director of the Oregon Legislative Commission on Indian Services (LCIS) for the last sixteen years. The LCIS office, located in the State Capitol, is the point of contact for Indian issues in the state. The Executive Director serves as staff for this statutory body (13 appointed tribal leader- and legislator-reps) which meets formally 4 times a year. These meetings (augmented by interim conversations and communications) serve as the setting for the formal discussion of those issues and concerns. LCIS is a key player in developing and suggesting improvements as the advisory body to the executive and legislative branch.

On a day to day basis, LCIS exists to compile information on services available to Indians, to assess state programs and services, and to make recommendations for improvement. Several statutes, agency rules, policies & practices require consultation with LCIS prior to and during interaction with Tribes. The Executive Director is contacted by phone, e-mail, in-person visits, formal and informal trainings and consultations regarding information, advice and strategy-- by Tribes, the Governor's Office, legislators, state agencies and organizations about effectively communicating and interacting with each other.

During Ms. Quigley's tenure LCIS negotiated with the Governor to sign a state-tribal relations government-to-government executive order and ten years ago (at the request of LCIS) the Oregon legislature became the first state in the nation to adopt this policy into state law. As Executive Director,

Ms. Quigley works intensively with over 30 state agencies and the nine federally recognized tribal governments in Oregon to effectively implement this state-tribal government-to-government law.

Ms. Quigley is a member of the Oregon State Bar. In addition to her law degree from the University of Oregon Law School, Karen has a Bachelor's degree in Sociology from Wesleyan University in Middletown, CT and a Master's in Education from the University of Oregon Graduate School.

Beginning in the fall of 1989 Ms. Quigley served for two years as a Foreign Legal Advisor in Tokyo and then, until 1995, as counsel for Oregon Senate committees, including Senate Judiciary, Water & Land Use and during one Interim, the Committee on Human Resources as well as Executive Appointments. Ms. Quigley's knowledge of state government and contacts within the legislative and executive branch prior to assuming her role as Executive Director with LCIS has been helpful in promoting on-going



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communication between the State and Tribes to this day. Ms. Quigley's legal work in Japan, as well as the opportunity to live and travel in several countries over many years, has brought an appreciation of cultures and respect for sovereignty that makes her current position very rewarding.

Ms. Quigley does an extensive amount of training (particularly with state agencies and Tribes) throughout Oregon and has been a guest speaker on state-tribal issues at numerous conferences, trainings and events in Oregon and throughout the U.S.

Sheryl Sablan has worked in the Human Services field for 21 years. Over the past 15 years, Ms. Sablan has been at the El Paso County, Colorado, Department of Human Services. Ms. Sablan has spent over 12 years as a family preservation caseworker and over three years as a TANF supervisor. Currently, she works with the Family Services Team (FST) a TANF child-only program serving relative caregivers and other specified caregivers in providing financial assistance and support services.

Cheryl Schnell is the TANF Program Manager with the El Paso County, Colorado, Department of Human Services. Ms Schnell has a Bachelor's degree in Sociology and Psychology from the University of Colorado. She was actively involved in designing a holistic family-centered assessment model and in implementing a coordinated case management system for families served by TANF, as well as developing the TANF Community Partners Coalition. Currently Ms Schnell is working on restructuring the way TANF staff in El Paso County deliver services to families. While with TANF, Ms Schnell has been actively involved in staff development and training, serves on the Board of Directors of both Pikes Peak Community Action Agency and Partners in Housing, and has participated in numerous presentations and site visits highlighting El Paso County's Welfare Reform program

Liz Schott is currently a Senior Fellow with the Center's Welfare Reform and Income Support Division in Washington, DC. Her areas of expertise include Welfare Reform and TANF. Ms. Schott served as a Senior Policy Analyst at CBPP from 1997-2000 and continued to work as a consultant for CBPP after 2000 until rejoining the Center staff in 2007. She is a former President of and current member of the Board of the Washington State Budget and Policy Center, a participant in the Center's State Fiscal Analysis Initiative. Ms. Schott also has served as an Adjunct Professor of Law at Seattle University Law School. Other past consulting on public policy issues affecting low-income persons includes projects for Mathematica Policy Research, MDRC, the Rockefeller Foundation, the National Employment Law Project, and the Washington State Budget and Policy Center. From 1978 to 1997, Ms. Schott worked as an attorney in Washington State at Evergreen Legal Services, and its successor Columbia Legal Services, serving for nearly 10 of those years as statewide coordinator on public benefits issues. She received her law degree from Boston University School of Law.



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Arturo Serrano has served the citizens of El Paso County approaching six years and during the past three and a half years he has been the Program Manager for the Food Assistance and Family Medicaid programs. During his tenure as Manager, caseloads have jumped from 14,000 FA cases to over 26,000 FA cases which equates to serving over 10% of the population in El Paso County.

Arturo is currently a Board Member of the Pikes Peak Community Action Agency and Apostolic Assembly District of Colorado Board. Within the Department of Human Services, he serves as Chair of the Colorado Benefits Management System Help Desk Task Force and is a member of various managerial decision-making groups.

While visiting Colorado in the summer of 2004, Arturo and his family decided to move to Colorado to pursue ministerial functions. While in Colorado he found employment with DHS and has learned a great deal about this wonderful state and is continually captivated by the beauty of the Pikes Peak Region. Arturo earned his Bachelor's degree in Theology from Latin American Theological Seminary in La Puente, California and has been an ordained minister for the past 10 years.

Arturo and his supervisory team have been focusing on Business Process Improvement for the last three years and worked to align their business model from the motto: "Efficiency. Quality. Stability." During the last year Arturo and staff have collaborated in CEPIC work group which included the Southern Inst., the State and other counties. Through CEPIC he has learned to analyze his division's business model's via PDSA's and continue to explore opportunities to create efficiencies. His goal is El Paso DHS would be an efficient and quality delivery model for the families within El Paso County.

Vida Tapia-Sanchez, the Chief of the Policy and Program Development Bureau of the Income Support Division of the New Mexico Human Services Department, has worked with SNAP, TANF and Medical Assistance programs for 9 years. She started as an eligibility worker in the county field office and progressed to management at the state level, having her current position overseeing the policy and program development of SNAP, cash assistance programs and medical assistance programs for the past five years. She graduated from the University of New Mexico with a Bachelor's degree in Psychology with a minor in Family Studies.



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Arlene Templer is a tribal member of the Confederated Salish and Kootenai Tribes and has worked for the tribe for 30 years. Ms. Templer is currently the Department of Human Resource Development (DHRD) Department head. She administers the following programs: Commodities, Title III & VI – Elderly Programs, Fatherhood, TANF, Vocational Rehabilitation, Dire Need, Childcare Block Grant, LIHEAP, Summer Youth Employment, Child Support Enforcement, several transportation grants, Sylvia's Store (TANF sponsored) and Quick Silver Transit Gas Station. The Department of Human Resource Development employs over 70 staff.

Ms. Templer has testified at the Senate Finance Committee at the request of Senator Baucus regarding Meth use on Reservations and its effect on tribal families. She was asked to provide comments in March 2007 for the Committee regarding direct funding for Tribes – IVE Programs, and in 2010 was one of the first successful grantees. Ms. Templer works closely with the National Indian Child Welfare Programs and sits on the National Transportation Committee. She received the Orval Meyer Award for Transit Excellence for Montana and the Montana Transit System of the Year in 2010. She is also a Minority Business Construction owner as of 2009.

Arlene has a Master's in Social Work, an ACSW-Academy of Certified Social work, and a CRC-Certified Rehabilitation Council.

Helen Thatcher is a Program Manager with the Utah Department of Workforce Services. Ms. Thatcher has worked for the State of Utah for 33 years. She began in child welfare as a foster care worker, managed local human services offices and now is a state administrator in the Utah Department of Workforce Services, the One Stop Operator in Utah. Helen was part of the restructuring of Utah's welfare, job services, and training agencies in 1997. Helen has had wide ranging experiences in programs of child protection, child care and child care licensing, self sufficiency, employment, training, and policy development for Wagner-Peyser, WIA, TANF, Trade, and SNAP Employment and Training. She is currently managing a team of program specialists responsible for TANF, SNAP E&T, and General Assistance. She has a Bachelor's degree in Sociology and Social Work with a Master's in Human Resources/Labor Economics from the University of Utah.