



ADMINISTRATION FOR  
**CHILDREN & FAMILIES**

Office of Family Assistance | 330 C Street, S.W., Washington, DC 20201  
www.acf.hhs.gov/ofa

## OFA TANF Training and Technical Assistance Webinar: TANF and the Transition to a Remote Workforce

### SPEAKER BIOGRAPHIES

#### **Gerrie Cotter**, *Project Manager, Ohio Department of Job and Family Services*

Gerrie Cotter has seven years of experience overseeing human services agencies and workforce policy and youth programs. Ms. Cotter manages the Comprehensive Case Management and Employment Program for the Ohio Department of Job and Family Services' Office of Workforce Development. She has managed OhioMeansJobs.com projects with the Ohio Department of Education and the Ohio Department of Higher Education as well as developed policy as the former Director of Policy in the Director's Office.

#### **Beth A. Heinen, Ph.D.**, *Director, Human Capital, ICF*

Dr. Beth A. Heinen, Director, Human Capital with ICF, has over 17 years of organizational research and management consulting experience. She has worked with clients such as the U.S. House of Representatives, U.S. Department of Defense Office of Military Community and Family Policy, U.S. Internal Revenue Service, Centene Corporation, and California Department of Transportation (Caltrans). Dr. Heinen's primary work activities include addressing workforce issues, such as workforce well-being, telework and work-life issues, employee and customer engagement, compensation and benefits, and recruitment and retention. Dr. Heinen has researched, presented, and published many studies on telework and work-family issues. For example, she has co-authored articles on these topics in *World at Work Magazine* and *Workspan*, and she has presented at multiple conferences on telework, including the Association for Commuter Transportation and Society for Industrial and Organizational Psychology. Dr. Heinen received the Rosabeth Moss Kanter Award for Excellence in Work-Family Research for a publication in the *Journal of Applied Psychology* about work-family crossover. Dr. Heinen received her Ph.D. in Industrial/ Organizational Psychology from George Mason University in 2009. Dr. Heinen recently presented on a telework webinar for New York State employees on March 20, 2020.

#### **Susan Pugh**, *Deputy Director of the Bureau of Vocational Rehabilitation, Opportunities for Ohioans with Disabilities*

Susan Pugh has worked in the vocational rehabilitation field since 1992. She has been employed by Opportunities for Ohioans with Disabilities in various capacities since 1994, beginning as a Vocational Rehabilitation Counselor and advancing to become a Vocational Rehabilitation Supervisor, Assistant Area Manager, and Assistant Deputy Director for the Bureau of Vocational Rehabilitation and the Bureau of Services for the Visually Impaired. She was appointed as Deputy Director of the Bureau of Vocational Rehabilitation in October of 2009. Ms. Pugh has a Bachelor of Science in Psychology from Bowling Green State University, a master's degree in Education (Rehabilitation Counseling) from The Ohio State University, and is a Certified Rehabilitation Counselor.



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**Joe Raymond (Facilitator), Director, Social Policy and Human Services, ICF**

Joe Raymond has more than 30 years of executive leadership experience in the public (social services and health) and private-nonprofit sector and as a national consultant. He has served as the executive director of the state of Maryland's Economic Assistance programs and has been a county director of social services in three counties and was also a health and human services director. At ICF, Mr. Raymond has led numerous strategic planning, organizational development and best practice efforts in multiple national, state and local contexts. He has been the ICF's Project Manager to support content design and strategies to support training, quality assurance and client relations. Mr. Raymond has extensive content and experience relating to organizational leadership, organizational change, board governance, public administration, social work, public assistance, child welfare, and services to older adults and adults with disabilities.

**Maria Wortman-Meshberger, Chief, Employment and Support Services, Nevada Department of Health and Human Services, Division of Welfare and Supportive Services**

Maria Wortman-Meshberger has worked for the State of Nevada for almost 18 years, 16 of those for the Division of Welfare and Supportive Services (DWSS). Currently, she is the Chief of the Employment and Support Services Unit, which is responsible for both the TANF and SNAP employment and training programs and the Energy Assistance Program. Ms. Wortman-Meshberger has been with this unit for almost 11 years, where she has also held the role of Social Services Program Specialist for both the TANF and SNAP employment and training programs.