

Summary: A capable administrator and seasoned leader with extensive experience directing, growing and evaluating health and social service programs with a focus on quality, regulatory compliance, staff development, strategic planning, achieving outcomes and responding to community needs. Extensive experience in staff management and leadership development, program review and analysis, delivering oral and written presentations and customer and community relations.

PROFESSIONAL EXPERIENCE

Albany County Department of Social Services

Commissioner (2016 – Present)

Executive Deputy Commissioner (2015 – 2016)

- Organize, direct and coordinate the work of all employees, both professional and non-professional, to achieve the effective and efficient operation of the multiple programs undertaken by the Department.
- Oversee operations for a 300-person Social Services Department which provides safety net services through the administration of federal and state benefits programs including Temporary Assistance, SNAP, HEAP and Medicaid; the Department also provides child support enforcement services, fraud detection and Adult Services and operates a Point of Entry Program for long-term services and supports;
- Engage in planning, organizing, directing and coordinating the work of the various units of the Department to assure efficient and effective operation and compliance with state and federal regulations;
- Oversee financial planning, including preparation of budgets, maintenance of fiscal controls and submission of required reports to the local legislative body and State agencies;
- Assist with employee relations and management of senior staff. Monitor and enhance employee supervision, evaluation, training, discipline, health and safety and appreciation programs; trouble shoot day-to-day department issues;
- Develop and implement written departmental protocol and procedures;
- Interface with state regulatory authorities, the provider community, the employee union and other county departments;
- Review contracts and present contract and grant proposals to County Legislative Committees for approval;
- Represent the Department at community meetings.

Alliance for Positive Health (formerly AIDS Council of Northeastern New York), Albany, NY

Executive Director (2000-2014)

- Demonstrated leadership in managing social service programs and oversight of a multi-service agency with a staff of 100, a Board of Directors and volunteers;
- Recruited and supervised a high performing Senior Management Team which oversaw recruitment, programs and operations of a regional community based organization;
- Expanded services offered to clients, developed new programs to address public health and poverty related needs;
- Served as the primary spokesperson for the agency;
- Ensured quality and uniformity in the delivery of services to diverse constituencies and implemented systems to ensure excellent customer service.
- Ensured that systems were in place for program outcomes monitoring and Quality Improvement

- Exceptional grant writer with exhibited success in writing and obtaining state and federal grants;
- Implemented policies to comply with all federal and state regulatory standards; established a Medicaid Compliance Officer and developed a Compliance Plan and Ethics, Whistleblower and Document Retention policies; established human resources policies to comply with federal and state law;
- Engaged staff and board in developing multi-year agency Strategic Plans;
- Engaged in policy and legislative advocacy to advance the position of the agency and the field;
- Established checks and balances for all fiscal operations to assure quality and compliance with Generally Accepted Accounting Principles.

Program Director/Deputy Executive Director (1994-2000)

Director of Consumer Services (1993-1994)

- Oversaw the day-to-day operations of case management and support services; provided regular supervision, goal setting and performance evaluations of agency directors
- Managed government and private funding sources through successful grant writing, reporting and management; Completed Continued Funding Applications, data reports, monthly, quarterly and annual reports on program deliverables
- Interviewed and recommended for hire employees for multiple positions
- Oversaw a corps of service and administrative volunteers
- Developed program policies and collaboration strategies
- Assured excellence in service delivery and oversaw quality assurance activities

Additional Previous Employment:

Rockefeller College of Public Affairs and Policy, University at Albany (2013 - 2015), Adjunct Professor

Health Systems Agency of Northeastern New York, Albany, NY, Sr. Health Planner

Atlanta Legal Aid Society, Atlanta, GA, Paralegal, Ombudsman Coordinator

EDUCATION

School of Social Welfare, University at Albany, State University of New York, Albany, NY, M.S.W.

The Pennsylvania State University, State College, PA, B.S., Nutrition

Participated in the Following Boards and Internships

- Board Member, Albany County Coalition on Homelessness
- Albany-Colonie and Schenectady Chambers of Commerce Non-Profit Business Council
- Board member, Albany-Colonie Regional Chamber of Commerce
- Steering Committee Member, Non-Profit Executive Roundtable, Rockefeller College of Public Affairs and Policy
- Conference Planner, New York State Department of Social Services
- Research Assistant, New York State Department of Health
- Intern, National Association of Social Workers, New York State Chapter