



# PROFESSIONAL HISTORY

## Public Sector Consultant-HHS/Child Welfare/Public Programs 2023/2024

In 2023, I created an independent public sector consultancy brand, ShiftHHS. I started the SHIFT because it's abundantly clear that lived experience in human service programs plays a vital role in managing and supporting innovation in the public space. I learned this truth firsthand while serving Illinois Child Welfare, much of which was spent supporting continuous innovation in practice and technology. I didn't immediately realize the impact of a lead business role in guiding technology implementation. My lived experience in the various roles described throughout my resume and history pieced together a common denominator for success. I am a social worker, so it makes sense that the key ingredient is building partnerships, an interesting parallel in how we serve people and communities. Ideally, we're shooting for 'same page perspectives,' yet too often, we're not in the same chapter, or worse, the same book. There may be multiple pages, but there's only one story, the 'people story,' and that one begins with partnerships.

### **SHIFT HHS (2023-Current)**

- Creator and Owner
- Child Welfare Policy and Practice/Subject Matter Expert
- Child Welfare/HHS/Public Sector Innovation and Implementation Support
- Strategic Direction, Organizational Change, Process Improvement

### **Florida Department of Children and Families/CCWIS (2023-Current)**

#### **Consultant**

- CCWIS Implementation Support
- OCM/Communications Support
- Training and User Support
- Planning and Stakeholder Engagement
- ACF Compliance/Readiness

### **Illinois Department of Agriculture/Cannabis Regulations (2023-Current)**

#### **Consultant**

- Project Management and Governance
- Process/Procedure Development
- Process Automation and Implementation Support
- OCM/Communications and Program Strategy

### **Creative Information Technology Inc.**

2018-2023

- Director-State & Local HHS & Child Welfare Practice/SME
- CCWIS-functional design, compliance, data quality,
- Business development, engagement, and strategic partnerships
- Thought leadership, marketing,

### **Illinois Department of Children and Family Services**

2001-2018

#### **Policy and Practice Background**

- Served as Deputy Bureau Chief-Permanency Practice
- Served as Deputy Director-Permanency
- Served as Associate Deputy Director-Permanency
- Child Welfare Policy and Practice/Leadership
- Legislative Process/Development/Analyzation, Administrative Rule, Statute
- Policy and Procedure Development/Practice/Administrative Procedures
- Supervised/Managed/Developed, Statewide/Regional Programs/Staff
- Workforce: Education, Training, and Staff Development and Delivery



- **Responsibilities:** Oversaw Foster Care Practice/Placement, Adoption and Guardianship/International and Domestic Private Adoptions, Interstate Compact for the Placement of Children, Statewide Permanency Specialists and Placement Stabilization, Youth Support programs, Missing Youth Tracking/Run Unit, Human Trafficking, Statewide Contract Management, Program Development and Management, Private Agency Liasion, Quality Assurance, Federal Outcomes/CFSR/PIP.
- **Specialties:**
  - Permanency Pathways/Permanency Initiatives (*Permanency for All, Roundtables, Relational Permanency*)
  - Family Finding/Kin Connections
  - Fatherhood Engagement
  - Policy and Procedure Development/Legislation Analysis and Development
    - Formulated policies, procedures, and legislation for Department Operations.
    - Designed and developed SACWIS functionality supporting legislation/rule and agency processes.
    - Participated in legislative process, hearings, and law/rule development
    - Co-authored legislation, rule, and agency policy supporting Sibling Contact and Visitation, Family/Kin Connections and Fictive Kin, Youth Permanency and Rights, Grandparent/Caregiver Engagement

**Technology & Innovation**

- Served as Associate Director-Strategic Planning and Innovation
- Served as SACWIS SME/SACWIS Product Owner/Functional Manager
- Served as CCWIS Feasibility Co-Lead/Director
- Served as Illinois Technology Advancement Stakeholder Committee Co-Creator and Chair (*ITASC*)
- Served Special Projects/Special Assistant to Director's Office Initiatives
- Served on IL DoIT (*Dept. of Innovation and Technology*) inter-agency master data management (MDM) effort
- Process Improvement/Office Automation
- Managed Federal Compliance Reporting/SACWIS data management
- Release Management, Training, and User Support
- Enterprise Management and Governance/Stakeholder Engagement and Governance
- Federal reporting/outcomes-AFCARS, NCANDS, NYTD, CFSR, Title IV-E, Title IV-B, SNAP/TANF
- Requirements Management, Elicitation, Documentation and Delivery
- Data Quality/Continuous Quality Improvement, Reporting and Trend Analysis,
  - Supporting agency initiatives/Chapin Hall, Casey Family Programs, Action for Child Protection, Quality Improvement Center (QIC) Adoption
- System Decommission/Sunset/Data Mapping and Migration

**Adjunct Faculty, School of Social Work-Illinois State University**

- Instructor/bachelor (BSW) and master (MSW) level social work courses.

**Field Work**

- Child Welfare Caseworker-Illinois Department of Children and Family Services  
Nov 1997-Aug 2001
- Child Welfare Caseworker-Catholic Social Services of Illinois/Peoria Diocese  
Aug 1995-Nov 1997



## PROFESSIONAL REFERENCES

### McKenzie Smith

Sr. Project Manager/Public Sector Portfolio Manager  
CCWIS Consultant, Child Welfare SME,  
Public Sector Consultant/Cannabis Sector SME

📞 217-299-0868  
✉️ mckenzie.smith@inorupt.com

### Shelby Augustyniak

Director of Strategic Initiatives  
Office of Child and Family Well-Being  
Florida Department of Children and Families

☎️ Office: 850-717-4618  
✉️ shelby.augustyniak@myflfamilies.com

### Deborah Mccarrel

Child Welfare Subject Matter Expert  
Former Chief of Staff  
Illinois Department of Children and Family Services/Retired  
Former Senior Policy Analyst, Illinois Collaboration on Youth

📞 217-622-7849  
✉️ mccarrel60@gmail.com

### Carole Hussey

Health and Human Services Market Strategist

📞 PH-717-860-7873  
✉️ chussey@evolvstrat.com

### Keith Schoonover

Senior VP, Information Technology, Bunn-O-Matic Corp.  
Former CIO  
Illinois Department of Children and Family Services

📞 217-725-7226  
✉️ schoonover.keith@gmail.com

### Josh Wright

Scrum Master and Agile Coach  
Illinois State Board of Education  
Illinois Department of Children and Family Services

📞 217-361-6510  
✉️ armadillo66@gmail.com

### Dr. Betsy Goulet

Associate Professor-University of Illinois, Springfield UIS  
Director-Child Advocacy Studies, Alliance for Experiential Problem-Based Learning

📞 217-971-8632  
✉️ bgoul2@uis.edu

