

CONTACT

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SKILLS & EXPERTISE

Policy & Practice

- · Child Welfare/Child and Family Well-Being
 - Family Engagement, Prevention, Kin Connections, Assessment, Permanency Planning, Youth Outcomes, Community Collaboration
- Policy/Legislation Analysis & Development
- Procedure Development/Practice Application
- Workforce Development & Training
- Curriculum Development
- Federal Requirements & Reporting (CFSR, AFCARS, NCANDS, IV-E, NYTD)
- Program Development, Management/Support
- · Contract Management

Technology & Innovation

- SACWIS/CCWIS Implementation
- Process & Practice Improvement
- Product Ownership, Functional Design & Development
- Stakeholder Engagement & Governance
- Organizational Change & Communications
- User Readiness, Training & Support
- Proposal Management & Support
- Thought Leadership/Content Curation, Blog,
 Podcasting, Public Speaking

RACHAEL K. BRUCKER

Health & Human Services, Child Welfare, and Child and Family Well-Being Expert Public Sector Technology, Innovation, and Implementation Expert

PROFESSIONAL SUMMARY

Deep public sector experience- nearly three decades serving HHS/Child Welfare. Public and private sector experience, including executive leadership in both sectors. Unique skill set with dual expertise in HHS/child welfare practice, process improvement, innovation/automation, and implementation. Child Welfare practice background includes direct service, practice innovation, policy and legislation, training development and delivery, and agency leadership. Technology leader with experience managing complete Software Development Life Cycles, including, quality control, project management, and contract management. Significant experience in business process redesign (BPR), change management, communications, stakeholder engagement, governance, and user support. Experienced in process mapping, practice, and technology continuity. Action-oriented and thrive in challenging, fast-paced environments. Strong organizational leadership, critical thinking, and decision-making abilities offer immediate benefits to any team.

PROFESSIONAL EXPERIENCE

Public Sector Consultant/Subject Matter Expert SHIFT Health & Human Services-Owner/Creator

2023-Current

CCWIS Consultant & Implementation Support

FL Department of Children and Families-Five Points Technology Group

Project Management-Implementation Support

IL Department of Agriculture-Cannabis Regulations-*LRS Consulting Levi, Ray, and Shoup*

Health and Human Services Director Creative Information Technology Inc. (CITI)	2018 - 2023
Enterprise Product Owner/SACWIS Illinois Department of Children and Family Services	2014 - 2018

Deputy Bureau Chief-Permanency Practice	2012 -	2014
Illinois Department of Children and Family Services		

Associate Director-Strategic Planning and Innovation 2008-2012

Illinois Department of Children and Family Services

Child Welfare Subject Matter Expert-IL SACWIS 2001-2008

Illinois Department of Children and Family Services

Child Welfare Caseworker
Illinois Department of Children and Family Services
Catholic Social Services-Peoria Diocese (Illinois)

EDUCATION: Illinois State University, Normal, IL

Bachelor of Science-Sociology
May 1995

May 2003

Master of Science-Social Work
May 2003

People + Partnerships are MOST Important in Public Service

1995-2001

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.

- 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

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

2018-2023

2001-2018

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Illinois Department of Children and Family Services

Contd.-Policy and Practice Background

2001-2018

• 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.

2010-2014

Field Work

Child Welfare Caseworker-<u>Illinois Department of Children and Family Services</u>
 Nov 1997-Aug 2001

1997-2001

Child Welfare Caseworker-<u>Catholic Social Services of Illinois/Peoria Diocese</u>
 Aug 1995-Nov 1997

1995-1997

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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, Spring Director-Child Advocacy Studies, Alliance for Ex ☐ 217-971-8632 ☑ bgoul2@uis.edu			