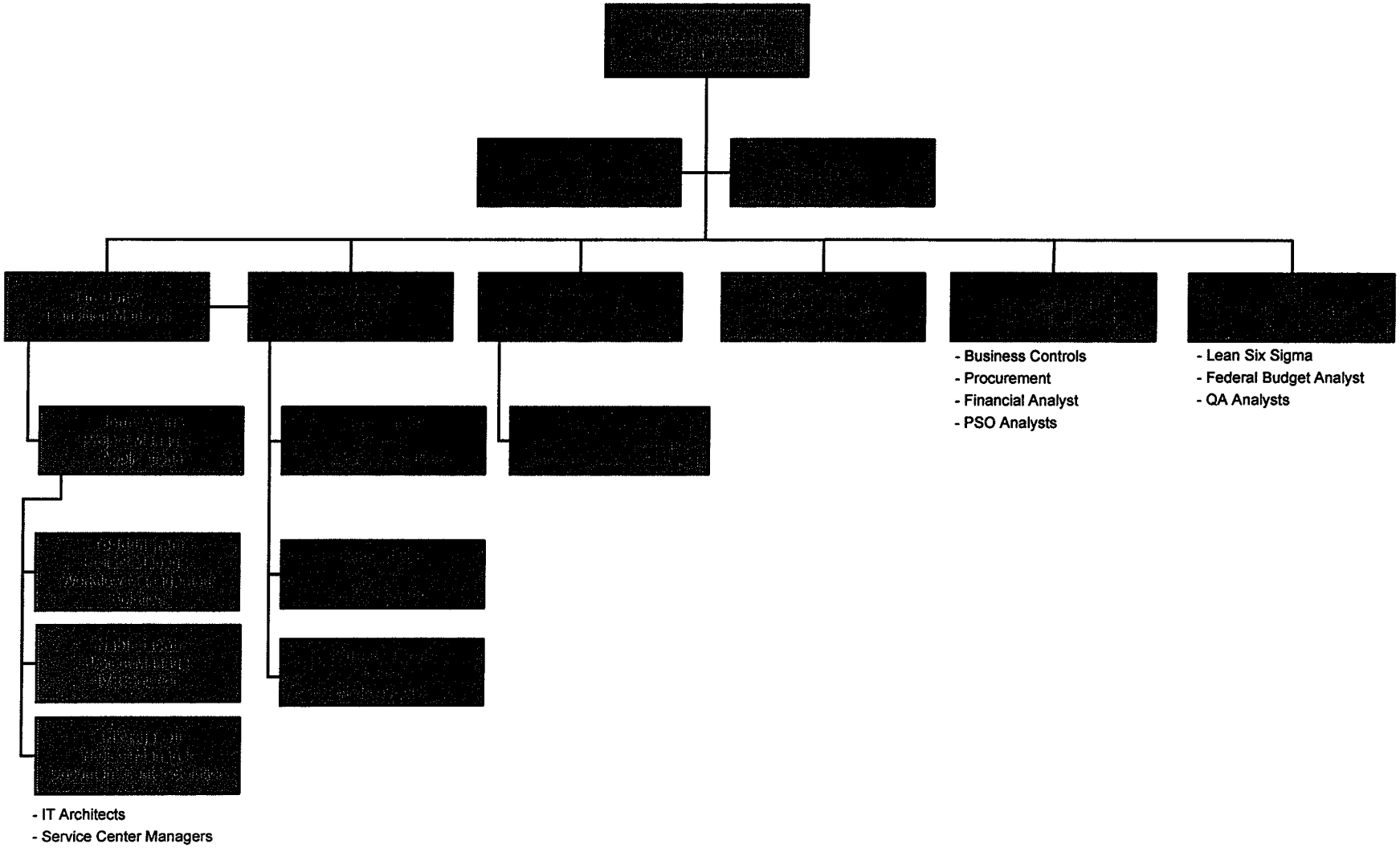
Vendor Governance



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Peggy Anthony
Senior Program Executive

Peggy Anthony is a certified IBM Senior Program Executive and a PMI certified Project Management Professional. Peggy has 21 years of experience and a proven track record of highly successful delivery in complex State government projects, with a primary focus on human services programs. Peggy has excelled in partnering with clients to apply innovative technologies in order to solve complex business challenges. Her most recent delivery experience is with the State of California Department of Child Support Services (DCSS), where she led a team of over 400 professionals from three major business partners to build and implement the largest child support enforcement (CSE) system in the nation. By delivering the first version of the CSE application on schedule, the initial implementation will allow DCSS to better serve California families and will alleviate more than $200 million in annual Federal penalties. Among their other accomplishments, Peggy and her DCSS team recently received a perfect "10" in customer satisfaction.

Peggy is responsible for the delivery of services. She will provide overall direction and oversight to the Vendor project team and serve as the primary liaison to and manager of the relationship with the State.

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Cyndi Cornelius
Deputy Program Executive - Acting

Cyndi Cornelius has served as the Client Solutions Executive leading the Coalition team in solution design for the last 15 months. Cyndi's responsibilities to date have focused on understanding and creating a solution tailored to the unique business and technology challenges of FSSA. Cyndi brings over 24 years of experience and a proven track record of highly successful delivery in both the public and private sectors. Cyndi has applied her technical expertise as a Software Engineer and her skills as a certified Requirements Engineer in academic and commercial delivery settings including Draper Laboratories, Hughes Engineering, and the Massachusetts Institute of Technology. Cyndi's experience includes ten years of military service in the US Air Force, positions as the Director of Information Technology, Director Technical Service, Director Customer Services, and General Manager.

Cyndi's responsibilities as Deputy Program Executive – Acting will be to support the Senior Program Executive, providing continuity between the design, solution and implementation teams.

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Dan Denoy
Transition Manager

Dan Denoy is a PMI certified Project Management Professional with 38 years of project management and line management experiences within the retail, distribution, insurance and manufacturing industries. His lead project management duties have included Strategic Outsourcing (SO) transition start up, solution design, solution development, roll-outs and services management. Dan's experience includes the initiating, planning, executing and controlling of the initial phases in the delivery of SO services and the achievement of high customer satisfaction.

As the Transition Manager, Dan is responsible for defining the transition organization and the establishment of the Transition Governance processes. He will monitor, track and report to the Stakeholders the status of the milestones and deliverables. Dan will manage and report the status of the transition budget to the IBM Project Executive.

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John Lyons
Project Manager - Applications

John Lyons has more than 25 years experience working in different specialization areas of the managed healthcare, Medicare and Medicaid processing and data systems, integrated health delivery systems, insurance, and Department of Defense. John has experience in project & portfolio management, business process reengineering, troubled project recovery, software application requirements definition, software engineering design and architecture, and application maintenance and outsourcing. John specializes in leading the specification, design, development, and implementation of software projects and complex system integration solutions. John performs contract delivery for outsourcing, application development and systems integration projects within the Public Sector. John was PMI certified in 1997, C-Spec (Earned Value Management) certified, is part of IBM PM Certification Board, and was on the Board that began the NE Indiana PMI chapter. John is a graduate of Indiana University. John has lived in Indiana for 19 of the past 21 years and currently resides in Fort Wayne with his wife Teri and his two children Kate and Ben.

On the Indiana FSSA Eligibility Modernization Project, John will be the Project Manager for all application development activities. He will have accountability for Service Unit and IMPACT Centers, Interfaces (ICES/Data Broker), Interactive Voice Response (IVR) and Document Imaging Center application solutions. John will be accountable for meeting the State's and partner's requirements and obtain the results mutually agreed upon. He will be responsible for project planning, execution, control and quality. John will identify business and technical risk for the project and will manage all application development resources.

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Todd Ingram
Project Manager - Workflow Management Solution

Todd Ingram is a PMI certified Project Management Professional with more than sixteen years of experience in the analysis, design, development, maintenance, documentation and management of large on-line information systems. He has been involved in all life cycle phases of several systems integration projects and has FAMIS, JOBS, Child Care, Welfare Reform, Corrections, Public Transportation and Child Welfare application knowledge. Todd is experienced in a variety of project management and development methodologies and has demonstrated excellent communication, leadership, and technical abilities across multiple platforms and technologies, including experience with the Cúram framework.

On the Indiana FSSA Eligibility Modernization Project, Todd will be project management lead on the Work Flow Management Solution, the largest of the three primary components of the technology solution. His area of responsibility encompasses the technology that supports Service and IMPACT Centers, as well as required interfaces to the System of Record (ICES (ICES/DataBroker).

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Nabil Jacob
Project Manager - IVR Solution

Nabil Jacob is a PMI certified Senior Project Manager in the Speech Self-Service Practice. The practice is responsible for providing interactive speech enabled solutions, architecture, integration services, and project management. He has over 15 years experience that spans the entire product and systems development life cycle, from strategy, systems architecture, requirements definition, object oriented analysis & design and implementation compliant with CMM methodology to system integration and testing, and production deployment.

On the Indiana FSSA Eligibility Modernization Project, Nabil will be project management lead on the Interactive Voice Response Solution. His area of responsibility encompasses the technology that supports client access via the phone.

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Erik Russell
Project Manager - Document Center Solution

Erik Russell is a PMI certified Project Management Professional with experience building and leading teams in support of both the public and private sectors projects. Erik has demonstrated experience in quality improvement, workflow, productivity, design standards, and programming efficiency. Erik has been successful facilitating workgroup discussions during initial conceptualization of project design, providing architectural / technical leadership, developing a project plan, and leading teams to completion. He has in-depth knowledge of and background in architecture and infrastructure of product development, quality assurance, and network operations. Erik has over 7 years of personal experience in the design and implementation of Cúram systems

On the Indiana FSSA Eligibility Modernization Project, Erik will be project management lead on the Document Center Solution. His area of responsibility encompasses the technology that supports incoming and outgoing document generation and management.

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Christa Terrill
Director - HR Integration

Christa Terrill has 15 years of human resources experience to include recruiting, training, communications and employee integration. Christa has supported over 20 Client transitions with 8,000+ employees in the last three years. Prior to her current position, she served as Regional Director for ACS Staffing supporting multiple lines of business with a recruiting staff averaging over 150 hires a month. Prior to ACS, Christa held a Regional HR Director role with Eclipse Networks and was a Business Development Manager for Decision Consultants. Christa holds a Bachelor of Business Administration degree in human resource management from the University of North Texas.

Christa will be managing a HR Integration Team responsible for communicating to and transitioning the State employees to the Coalition.

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Randy Pflanzer
Project Manager - Operations

- Randy Pflanzer is a PMI certified Project Management Professional. He is a results-orientated, decisive leader. He has a proven track record for managing change and motivating staff while remaining focused on achieving the desired performance outcomes. He has excellent communication skills and is extremely effective at allocating people, time, money and information. Randy has 27 years of experience and including prior project management experience with FSSA where he saved the State customer in excess of $30 million dollars over a six year period by streamlining operations . Randy provided leadership and oversight to approximately 130 staff responsible for the management and operations for two of Indiana's largest legacy systems.

Randy will be the Project Manager for Operations is responsible for day-to-day management of the Service Centers and the Document Center.

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Terry Trimble
Director - Existing Operations

Terry Trimble has more than 30 years of experience in managing complex organizations and meeting challenging objectives. He has outstanding team-building and leadership skills with a unique combination of interpersonal and analytical abilities. Terry currently leads business solution development for integrated eligibility systems. He served as COO to draft an integrated eligibility solution for the State of Florida; led business solution development for integrated eligibility systems in Indiana and Texas. Terry is PMP certified.

During transition, Terry will manage county office operations on behalf of HCSS. Working under the direction of the DPE – Operations, Terry will coordinate with State officials at the central, regional, and county office level to plan and execute eligibility services performed by State and HCSS employees in county offices.

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FLORIDA

Kim Shaver
Director - New Solutions

Kim Shaver will serve as the New Solutions Director for the Indiana modernization. She has 25 years experience in the field of public assistance, with experience in both the private and public sectors. She began her career in this field as Food Stamp Eligibility Worker with the Florida Department of Children and Families and promoted through the organization holding a variety of leadership positions during her 20 year tenure with the Agency. Prior to joining the Coalition in February this year, she was the state Program Director responsible for leading Florida's modernization initiative, ACCESS Florida. In this role, Ms. Shaver lead the state's efforts to transform Florida's service delivery system by streamlining the eligibility process, introducing new enabling technology and creating a statewide Community Partnership Network comprised of public and private entities.

Kim has been integral in the design of the new solution and will manage, provide oversight and leadership for the new solution business model.

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Ann Lathrop
Project Manager - Communications and Outreach

Ann Lathrop possesses expertise in communications, sales, marketing, information management, relationship development and contract negotiations. She has a rich background in state and local government. Ann has a unique perspective of the opportunities and constraints of operating in a public sector environment; one that requires strong demands for accountability to the taxpayers. She is a dynamic, goal focused business executive with drive and ability to perform to the highest of standards. Ann's multidimensional talents across the spectrum of the business world, optimize her abilities and effectiveness in developing and implementing effective communication strategies that reach the right stakeholders at the right time.

Ann will serve as Project Manager for Communications and Outreach will be responsible for developing, deploying and managing external communications and outreach efforts by the Coalition, including the Volunteer Community Assistance Network (V-CAN).

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Kathy Koehler
Deputy Project Manager – Communications and Outreach

Kathy Koehler is a PMI-certified Project Management Professional. Kathy has over 10 years of experience in public sector services, primarily in human services. During the past six years, she has led projects in health and human services, workforce development and the non-profit sector. Kathy helped to launch the FaithWorks Indiana initiative for the Indiana Family and Social Services Administration and Indiana Workforce Development, working with community organizations across the state to improve their capacity to serve Indiana families. Previously she managed the Bureau of Program Evaluation for the FSSA Division of Family and Children. She also served as the Federal Fund Analyst at the State Budget Agency, where she worked with the federal legislative liaison on new federal programs, including the Children's Health Insurance Program.

Kathy will be working in Communications and Outreach, reaching out to community leaders and grassroots organizations across the state. Her work with these organizations will focus on maximizing the ways in which clients can access services and to enlist the organizations' assistance in making sure that clients and prospective clients are well-informed about the changes that will affect them.

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Janet Strope
Project Manager – Self-Sufficiency

Janet Strope has over 36 years with the Michigan Department of Human Services, 15 of which she served as Director of two different county service delivery offices. During this time, Janet has worked closely with Dr. Gerald Miller on the welfare reform efforts in Michigan. She served five years as the TANF director and was responsible for the delivery of FS, LIHEAP, and CCDF. Janet's responsibilities included policy and development and implementation and coordination with the Department of Labor and Economic Growth. Janet's most recent assignment was as the Acting Senior Deputy Director for Child Welfare Services.

Janet will serve as the Project Manager for Self-Sufficiency and is responsible for the all IMPACT and Self-Sufficiency activities to include the implementation of client services.

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