

# Shakita Lynn LaGrant-McClain, MBA

◇ [REDACTED] ◇ Milwaukee, WI ◇ [REDACTED] ◇ [REDACTED]

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## PROFESSIONAL PROFILE

Innovative and creative leader with demonstrated success in guiding the development and implementation of a system of care for children and families of Milwaukee County. Successful at working with persons in crisis; people with disabilities and the aging population. Creative problem solver and leader, adept at managing projects and people while effectively delegating and providing support and promoting a cohesive team environment. Demonstrated expertise as a change champion and Executive leader for development of an integrated system of care for children and adults.

## PROFESSIONAL EXPERIENCE

MILWAUKEE COUNTY DEPARTMENT OF HEALTH & HUMAN SERVICES (DHHS) Milwaukee, WI 2013-Present

**Executive Director DHHS** 2020-present

- ◇ Responsible for oversight of Health and Human Services; including the Aging and Disabilities Services, Behavioral Health Services, Child Protective Services, Children, Youth & Family Services, Housing Services, Management Services, and Veteran's Services.
- ◇ Provides mission driven leadership to promote healthy families and communities including operational oversight of a budget of 400+ million dollars of programming and a workforce of 900+ employees who provide support and services to the citizens of Milwaukee County
- ◇ Focused on linking No Wrong Door Initiative to Health and Racial Equity and People Centered Design

**Assistant Administrator Disabilities Services Division** Milwaukee, WI 2018-2020

- ◇ Provide leadership, direction, programmatic and fiscal management for Disabilities Services Division
- ◇ Oversee the delivery of services for children and adults with physical, intellectual, sensory impairments, and early intervention for the Birth to 3 program and Children's Long-Term Care Programs, as well as the Energy Assistance program.
- ◇ Manage all State Statute Chapter 55, Watts Review, court comprehensive and guardianship petitions for persons with disabilities.
- ◇ Oversee the Disability Resource Center which provides access to publicly funded Long-Term Care for adults with disabilities, ages 18-59
- ◇ Represent the County at State, regional, and Federal meetings on service and program issues including new legislation impacting children and adult programs as well as maintain State and federal policy
- ◇ Provide direct supervision to the Children's Program Manager, Adult Protective Services Program Manager, Disability Resource Center Program Manager, Energy Assistance Program Manager, Business Operation Program Manager.

### Program Coordinator/

**Go Pass Manager-Disability Resource Center** Milwaukee, WI 2013-2018

- ◇ Provide direct supervision to the Disability Benefits Specialists program within the Disability Resource Center and coordinate all program activities with the program attorney
- ◇ Serve as primary liaison to Department staff for matters related to Long Term Care Access, including Medicaid and Long-Term Care policy and requirements related to eligibility, enrollment, re-certification, post-eligibility treatment of income, disenrollment, enrollment consultation
- ◇ Coordinate meetings between Manage Care organizations, Care Management Units, Aging and Disability Resource Centers and State staff to ensure a cohesive relationship
- ◇ Facilitate development of new systems/models of operation in partnership with Milwaukee Enrollment Services.
- ◇ Analyze, develop policies, and assess alternatives, procedures for the Disability Resource Center
- ◇ Conduct eligibility and enrollment procedure research/analysis and develop related quality assurance monitoring plans and lead special projects related to quality assurance, corrective action, and eligibility and enrollment related systems.

**Adjunct Professor-Public Speaking**

- ◇ Introduce students to communication theories, perspectives, principles, and concepts.
- ◇ Provide students with the opportunity to practice public speaking to develop their skills
- ◇ Establish and meet teaching goals and ensure benefits of students
- ◇ Maintain attendance, progress, and assignment records of students

Milwaukee Area Technical College

Milwaukee, WI

2015-2018

**Adjunct Professor-Basic Communications-HSED**

- ◇ Introduce students to communication theories, perspectives, principles, and concepts.
- ◇ Establish and meet teaching goals and ensure benefits of students
- ◇ Maintain attendance, progress, and assignment records of students

STATE OF WISCONSIN

Milwaukee, WI

2012-2013

**Health Care Supervisor-Long Term Care Section**

- ◇ Supervise the programmatic and technical work of Unit staff in the long term care and elderly, blind and disabled section
- ◇ Manage and direct the development and analysis on fiscal and programmatic issues related to program administration
- ◇ Manage and direct Program monitoring and regulating with State and Federal Medicaid LTC regulations
- ◇ Coordinate meetings between MCO/CMU, ADRC, DRC and State staff to ensure a cohesive relationship
- ◇ Work with Department on Aging, Disability Resource Center and OFCE
- ◇ Analyze, develop policies, and assess alternatives, procedures for Long Term Care
- ◇ Coordinate key program operations processes to support the DHFS IM/DWD
- ◇ Establish policies and procedures via modular design, training and consultation for local and state staff
- ◇ Created and developed processes to ensure discrepancy reports are accurately reported and corrected for Family Care and Community Care Management Organizations

MILWAUKEE COUNTY DHHS

Milwaukee, WI

2009-2012

**Economic Support Specialist-Long Term Care Section-Disability Resource Center**

- ◇ Completed referrals; coordinated educational, heating and housing services for the elderly, blind and disabled population
- ◇ Worked with Human Service Workers at the Managed Care Organizations and community partners to ensure eligibility for our clients in the long-term care and elderly, blind and disabled section
- ◇ Maintained current knowledge of all federal and state regulations for all programs administered
- ◇ Worked closely with the Disability Specialists and other staff in the DRC by answering questions using CWW, CARES, iChange, Data Exchange & MIDAS
- ◇ Helped build working relationship between the Disability Resource Center and Milwaukee Enrollment Services by working as a liaison

**EDUCATIONAL QUALIFICATION**MOUNT MARY COLLEGE◇ **Master of Business Administration**

Milwaukee, WI

May 2011

◇ **Bachelor of Arts in Communications**

May 2009

Lambda Pi Eta honor society of the National Communication Assn.

## PROFESSIONAL TRAINING

STATE OF WISCONSIN- DEPARTMENT OF HEALTH SERVICES

Madison, WI

- ◇ **Leadership Institute** August 2013
- ◇ **Team Leader Facilitator/Coach** April 2013
- ◇ **Team Leader Facilitator** November 2012
- ◇ **Supervisor Development Program** March 2012
- ◇ **Adult Long-Term Care Functional Screener Certification** January 2014

MILWAUKEE COUNTY- DHHS

Milwaukee, WI

- ◇ **Management Development Program** August 2015
- ◇ **Leadership Excellence Program** February 2017

### Affiliations/Membership/Awards

- ◇ **Communications Advisory Board** November 2013-Present
- ◇ **Children's Long-Term Support Advisory Council** November 2018-November 2020
- ◇ **Office of Early Childhood Initiatives Advisory Council** June 2019-Present
- ◇ **WCHSA Long Term Support Policy Advisory Committee** October 2018-Present
- ◇ **Wisconsin Long Term Care Advisory Council** January 2022-Present
- ◇ **State Council on Affirmative Action 07/2023**

#### Awards:

Interrupters

Your Notable BIPOC Executives Recognition Preview is now available.

BizTimes Milwaukee, February 2023.

Women of Influence 5/2023

*Professional references available upon request*