

Shakita Lynn LaGrant, MBA

◇ [Redacted] ◇ Milwaukee, [Redacted] ◇ [Redacted] [Redacted]

PROFESSIONAL PROFILE

Effective leader who relates well to diverse groups of people at all levels within an organization. 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.

PROFESSIONAL EXPERIENCE

MILWAUKEE COUNTY DHHS Milwaukee, WI 2013-Present

Interim Director DHHS & Interim Director, Department on Aging May 2020-present

- ◇ Responsible for oversight of Health and Human Services and the Department on Aging for Milwaukee County, including the divisions of Disabilities Services, Behavioral Health, Youth & Family Services, Housing and Energy Assistance.
- ◇ Provides mission driven leadership to promote healthy families and communities including operational oversight of a budget of 350+ million dollars of programming and a workforce of 850+ 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 Managed 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

Mount Mary College

Milwaukee, WI

- ◇ Communications Advisory Board November 2013-Present
- ◇ Children's Long-Term Support Advisory Council November 2018-Present
- ◇ Office of Early Childhood Initiatives Advisory Council June 2019-Present
- ◇ WCHSA Long Term Support Policy Advisory Committee October 2018-Present

Professional references available upon request

