

## FIA Central Executive Staff



Right to left, first row: La Sherra Ayala, Executive Director, Augustin Ntabaganyimana, Deputy Executive Director of Programs, Marie McLendon, Deputy Executive Director of Operations

Right to left, second row: Yolanda Dockery, Chief of Staff, Joanne Mason, Director, Office of Administration, Ashley Linton, Executive Associate, Office of Executive Director

Below: Emily Bauer, Two-Generation (2Gen) Program Officer



## The Office of Administration

The Office of Administration (OOA) is FIA's prime resource for technical questions supporting successful contract processing, fiscal matters and support services.

### The OOA Formula

Daily Consistency + Individual Strengths + High Integrity + Standards for Excellence =



**MANY THANKS AND MUCH APPRECIATION TO  
THE OFFICE OF ADMINISTRATION!!**

# 2GEN

Emily Bauer is the the Two-Generation (2Gen) Program Officer and is responsible for coordinating service delivery to multiple generations within the same family. A two-generation (2Gen) approach builds family well-being by intentionally and simultaneously working with children and the adults in their lives *together*. The two-generation strategy improves outcomes by coordinating and aligning services for families to provide high-quality childcare and educational opportunities, job training and financial literacy, and a system of support. The two-generation strategy aims to eliminate inter-generational poverty and promote economic security by serving families in a holistic manner.



**DHS/FIA**  
**Office**  
**of**  
**Operations**



**Marie McLendon**  
Deputy Executive Director of  
Operations

**William (Bill) Niner**  
Bureau of Audit Compliance  
and Reporting

**Gina Roberts**  
Bureau of Systems  
Modernization and  
Information Analysis



**Towanaka Young**  
Bureau of Quality Control

**Dr. Chima Nathan**  
Office of Local Operations

**Labelle Hillgrove**  
Office of Statewide Policy  
Compliance and Customer Service  
Performance





# Office of Operations



**Many Thanks to the Office of Operations for all that you do with:**

- Tracking program payment errors
- Monitoring Overpayment Collection activities
- Providing automated system support, system enhancements and system training
- Preparing Local, State and Federal reports
- Preparing various ad hoc report requests
- Monitoring Program Compliance and Audit Compliance trends
- Monitoring Key Performance Indicators (KPI)
- Providing LDSS support via technical assistance
- Researching new and updated policies
- Disseminating policy guidance to LDSS



## Bureau of Audit Compliance & Reporting



Pictured (left to right) - Asnake Yeheyis, Catherine Christensen, Alicia Heraldez, William Niner, Yetisha Mackey, Juan Peaks, & Maryann Maher. Not pictured - Moonase Borden, Lorina Brewington, Patrina Dorsey, & Tavon Elsezy-Young.

The Bureau of Audit Compliance and Reporting (BACR) is currently comprised of 11 team members. It is a small, but mighty team that serves the Family Investment Administration (FIA) and the citizens of Maryland. BACR works on FIA's state and federal audits along with state, federal, and internal reports. A university contract is overseen by BACR too. The team prides itself on reporting accuracy and audit compliance!



# Bureau of Quality Control



Where it is always 70 and sunny!!

# Bureau of Quality Control

*Where it is always 70 and sunny!!*

**The Bureau of Quality (BQC) is directly responsible for monitoring program administration and program operations in accordance with the Code of Federal Regulations (CFR) and the Code of Maryland Regulations (COMAR).**

**BQC consists of 2 units: Management Evaluation (ME) and Quality Control (QC).**

**The Management Evaluation Unit ensures that each project area operates specified programs in compliance with the CFR and COMAR.**

**The Quality Control Unit measures the accuracy and validity of the SNAP caseload.**

# Bureau of Quality Control

Where it is always 70 and sunny!!



**Elizabeth Minah  
Kantrina Griffin  
Pamela Rumsey  
Natalie Atkins  
Maria Rai**

***Towanaka Young  
Kendra Martin  
Charles Mayor  
Sonja Reed  
Norman Drenning  
Allisa Townsend***

**Kortni Frazier  
Vivian Evans  
Sharrise Gardner  
Renee Weddington  
Carolyn Tennill**



**Rochelle Williams  
Mark Corbin  
Latrice Hayes  
Matthew Soffer**

**Naomi Walton  
Sheree Bourne  
Jessica Dinterman  
David Atkins  
Emmanuel Okwor  
Calvin Coleman**



# OFFICE OF LOCAL OPERATIONS

Thank you!

01

SUPPORTS FIA'S CORE MISSION BY MONITORING KPI FOR LDSS ACTIVITIES

02

MONITOR & PROVIDE LDSS TECHNICAL ASSISTANCE FOR APPLICATION COMPLIANCE

03

RESPONSIBLE FOR STATEWIDE PROCESS MANAGEMENT

04

DATA ANALYTICS, ONSITE OBSERVATIONS & BUSINESS PROCESSES

05

MANAGE PARIS & OUT OF STATE INQUIRIES; FIA AIDE APPROVALS & MANY SPECIAL PROJECTS

**WHO WE ARE:** This Office is responsible for researching and responding to ad hoc requests for explanations for noticeable superior or inferior data measures, outcomes, and reports. We also liaise with the LDSS Directors, FI Deputy/Assistant Directors, District Managers, and other local office leadership and managers.

you rock

**LEFT TO RIGHT TOP:** (1) Dr. Chima Nathan - Director, (2) Theresa Williams - Assistant Director, and (3) Cherie Lanier- Administrative Assistant.  
**MIDDLE ROW:** (4) Genice Phillips - SPM Supervisor, (5) Michele Bowie- SPM Supervisor, (6) Thomas Horman - SPM Supervisor, (7) Betty White - OLO Project Specialist, and (8) Chidi Anaba- OLO Project Specialist. **BOTTOM ROW:** (9) Esther Akinrotoye - SPM Specialist, (10) Jennifer Lewis - SPM Specialist, (11) Eugena Wade -SPM Specialist , and (12) Daniel Allotey -OLO Project Specialist. **No Picture:** (13) Dani Whittaker - Local Operations Project Administrator.

# OFFICE OF STATEWIDE POLICY COMPLIANCE AND CUSTOMER SERVICE PERFORMANCE (OSPCCSP)



The Office of Statewide Policy Compliance and Customer Service Performance oversees maintenance of up to date regulations, policy development, policy implementation, program improvement, customer engagement, program access and customer service performance (i.e public relations) efforts for all FIA programs.

**Top Right:** Tanisha Williams, Ndakalu “Kem” Okagbue, Crystal Drayton, Renita Young, and Labelle Hillgrove (OSPCCSP members not pictured Brandi Bell and Irma King)  
Photo credit: Towanaka Young

# Office of Program Priorities



- COVID-19 flexibilities unwinding
- P-EBT
- HB1043 & HB1041 implementation
- SNAP E&T stabilization and expansion
- Mitigation of EBT cloning challenges
- Issuance of grants appropriated during the 2020 leg session
- OHEP integration into E&E
- Afghan and Ukrainian Humanitarian Parolees
- SNAP Longitudinal Study
- Fraud Framework
- Code For America partnership

*Comprised of OHEP, ONAP, OCP, MORA, OMEP, and Training offices; the Office of Program's purpose is to lead the implementation of the State's vital safety net programs and create pathways for low-income Marylanders to achieve self-sufficiency.*

# Maryland Office for Refugees & Asylees (MORA)

- Housed under DHS Central, Family Investment Administration
- Funded by the federal Office of Refugee Resettlement (ORR), DHHS
- MORA strives to create a **welcoming** and **inclusive** environment for all humanitarian immigrants in Maryland through a variety of services provided by our partners to help eligible families become economically self-sufficient & socially integrated.
- Who we welcomed and served in Federal Fiscal Year 2022:

## REFUGEE ARRIVALS IN MARYLAND

#6 largest state for Afghan resettlement through federal Operation Allies Welcome (OAW)



Maryland ranked **#14** for refugee and SIV arrivals through U.S. Refugee Admissions Program (USRAP)

1,937 Afghan Humanitarian Parolees  
 1,019 Refugees  
 458 Afghan SIV Holders  
 355 Asylees  
 339 Ukrainian Humanitarian Parolees  
 67 Cuban/Haitian Entrants  
 11 Victims of Trafficking

80% new to the country (0-12 months)  
 20% resided in MD 1-5 years

- Please see [MORA website](#) for more information

## Meet the MORA team



Lisa Chernin  
Contract Manager

Yana Cascioffe  
Senior Program Manager

Pegah Hedayatpour  
MORA Database Manager

Myat Lin  
Director

## MORA PROGRAMS



### FINANCIAL ASSISTANCE

- Refugee Transitional Cash Assistance (RTCA)



### HEALTH ASSISTANCE

- Refugee Health Screening Program (RMS)
- Refugee Medical Assistance (RMA)
- Refugee Health Promotion (RHP) program



### EMPLOYMENT SERVICES

- Refugee Support Services (RSS) Employment Services
- Vocational Training and Employment Services (VTES)
- Refugee TANF Coordination Program (RTCP)



### EDUCATIONAL SERVICES

- English for Speaking of Other Languages (ESOL)
- Refugee Family Education Program (RFEP)



### TARGETED CASE MANAGEMENT

- Extended Case Management Program (ECMP)
- Services to Older Refugees (SOR)
- Ukrainian Supplemental Assistance Program (USAP)

\*New in FY23\*



### TARGETED OUTREACH

- Asylee Outreach Project (AOP)



### YOUTH SERVICES

- Refugee School Impact Grant (RSIG)
- Refugee Youth Mentoring Project (RYMP)



OVER **4,186**

**Total MORA Participants in FY22**

An **197%** increase from FY21, a historic year in MD resettlement



TCA

PAA

TDA  
P

EA

EAFC

# Office of Cash Programs

Workforce Development

RCA

EAP



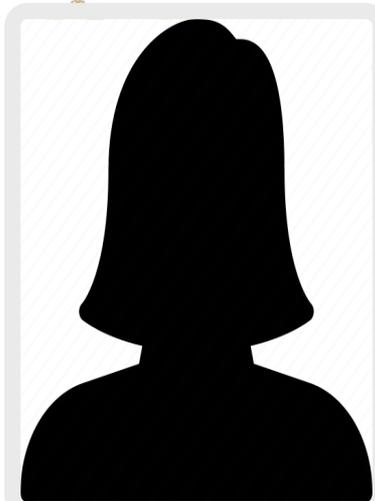
# Office of Cash Programs



Left to Right, Jacqueline “Tina” Turner, Director, Vera Adams, Assistant Director, Jacqueline Stanton, Deputy Director, and Kenneth Jessup, Manager Workforce Development

# Office of Cash Programs

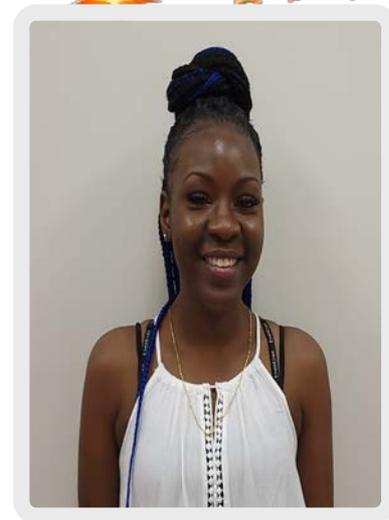
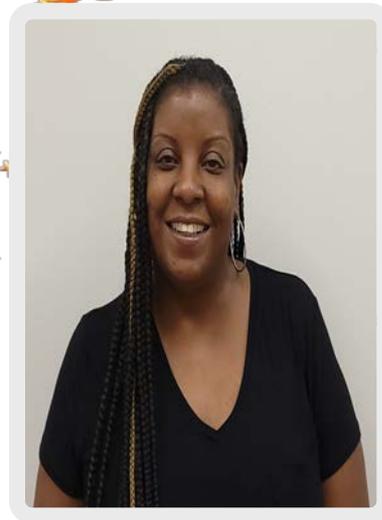
## Our Rock Stars



Left to Right, Keisha Bessick-Jones (not pictured), Carlton Carrington, Rosalie Hill, and Stephanie Forehand

# Office of Cash Programs

## Our Rock Stars



Left to Right, Richard Iwuorie, Joyce Yates-Jones, Glenda Robinson, and Ashley Williams

# OCP's Highlights

- All Cash Program manuals including the TCA Workbook are up-to-date and uploaded to Knowledge Base and Public Website
- Implementation of
  - the HB1043 from Legislative Session '22
  - TCA 60-month case reviews
  - TDAP case corrections to locals
- Issued Policy Alerts to Reinforce
  - Checking Unemployment Income for TCA cases
  - Child Support and Substance Use Disorder Compliance at Application



# OCP's Highlights

- Action Transmittals and Information Memos Issued:
  - New TANF Certification Domestic Violence
  - Ukrainian Humanitarian Parolees
  - Expansion of RCA and RMA
  - Worked collaboratively with FIA Central to issue GBI AT
  - EAFC Policy update
- Community Outreach Workgroup Collaborations
  - Program Advancement through Community Outreach
  - Welfare Advocates
  - Customers Experiencing Homeness





# OMEF: Office of Long Term Care (OLTC)



**Left to Right:** Angela Tallie, Sydney Croskey, Nikki Bailey, Taheera Abdullah, Torri Shannon, Lynette Scott, DeVonna Pea

The Office of Long Term Care provides long-term care eligibility services for Anne Arundel County, Baltimore City, Baltimore County and Prince George's County.

Members of the OLTC also provide statewide LTC support and liaise with our MDH partners.

## OLTC SUPERSTARS



**Left to Right:** Angela Tallie, Trina Henderson-Williams, Sylvia Seymour, Demetria Romingo, Troy Hale



**Left to Right:** Denise Williams, Patricia Oliver, DeVonna Pea, Aisha Winkler, Annetionette Ware, Kia Alexander



**Left to Right:** Jennifer Ellis, Taheera Abdullah, Sienna Singletary, Jordan Bridenstine

# OMEF: Office of Long Term Care (OLTC)

## OLTC SUPERSTARS



**Left to Right:** Angela Terry-Asamoah, Sandra Thomas-Harris



**Left to Right:** Lynette Scott, Tara Leimkuhler



**Left to Right:** Doreen Wise-Perry, Tracy Robinson, Nikki Bailey, Mechelle Miles



**First Row:** Troy Hale, Sydney Croskey, Taheera Abdullah, Torri Shannon, Patricia Oliver, Sandra Thomas-Harris  
**Second Row:** Doreen Wise-Perry, Jennifer Ellis, Donna Sepczynski, Lynette Scott, Annetionette Ware, Mechelle Miles  
**Third Row:** Tara Leimkuhler, Damilare Shittu, Nikki Bailey, Angela Tallie, Trina Henderson-Williams, Demetria Romingo, Aisha Winkler, DeVonna Pea, Angela Terry-Asamoah, Jordan Bridenstine  
**Back Row:** Tracy Robinson

**Not Pictured:** Lynette Lane-Miller, Shelby Robertson-Allen, Josephine Ervin, Aaron Johnson, Elizabeth Hall, Patricia Langston, Sharon Hinks, Rowena Sibilly, Angela Brown-Burgess, Adine Oney, Shaniya Rentie, Martel Morris.

# Office of Nutrition Assistance Programs (ONAP)





Chantell

Judith

Candice

Mischelle

Shanise

# Office of Nutrition Assistance Programs (ONAP)

# The Emergency Food Programs & Special Projects Team!

From left to right, Shanise, Randy, Judith, Mischelle, Leslie and Adrienne make up the ESP and SP Team. A team that is bonded with love and dedication for our work. We all lend a helping hand to one another to complete the task of making our team a complete success!





## *The Ladies of ONAP!*



*These 3 Ladies,  
“The Ladies of ONAP” provide  
exceptional leadership to the ONAP  
Team. With their open door policy,  
they are always willing to listen,  
offer a helping hand, and help take  
on any additional duties to help  
make the team a success. From Left  
to right, Judith, Mischelle and  
Candice are go getters and they  
make working for ONAP/DHS a  
place where you can learn and grow!*

*Thank you Ladies!*

# Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T)



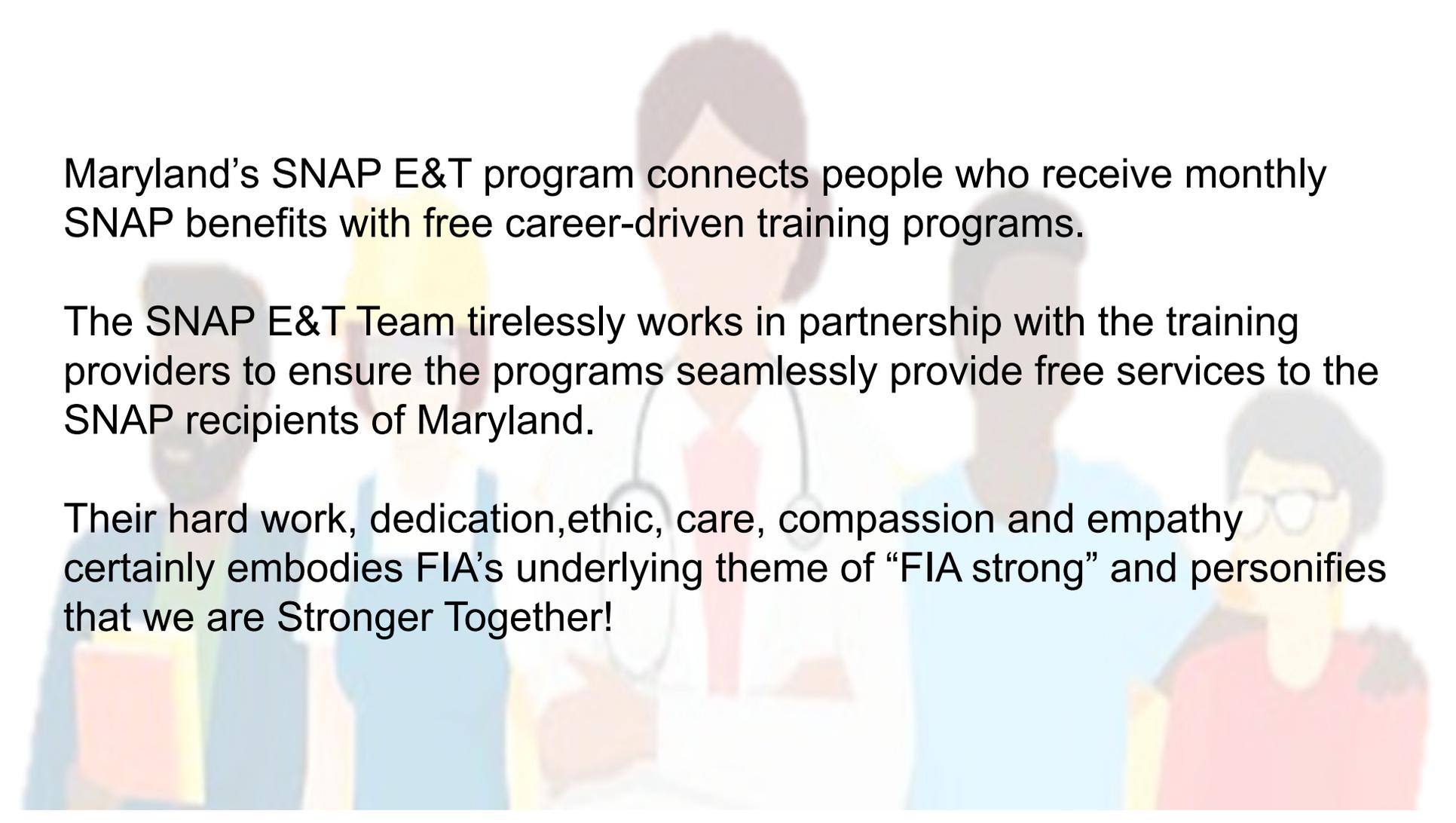
Marina

Maureen

Joy

Candice

Sabrina



Maryland's SNAP E&T program connects people who receive monthly SNAP benefits with free career-driven training programs.

The SNAP E&T Team tirelessly works in partnership with the training providers to ensure the programs seamlessly provide free services to the SNAP recipients of Maryland.

Their hard work, dedication, ethic, care, compassion and empathy certainly embodies FIA's underlying theme of "FIA strong" and personifies that we are Stronger Together!



# A True Leader!

The office of Nutrition Assistance Programs wants to personally  
**THANK**  
Mischelle Williams!

Mischelle is a down to earth, pleasant, always lending a helping hand type of leader who always wants to see her team succeed. Never once has she turned her back and said "Nope, I can't help!"

Always wanting to assist in making our personal lives better and our work lives better, Mischelle is a LEADER with a positive attitude who genuinely cares. She focuses on our goals and helps us to achieve them!

The ONAP Team appreciates ALL that you do for us!

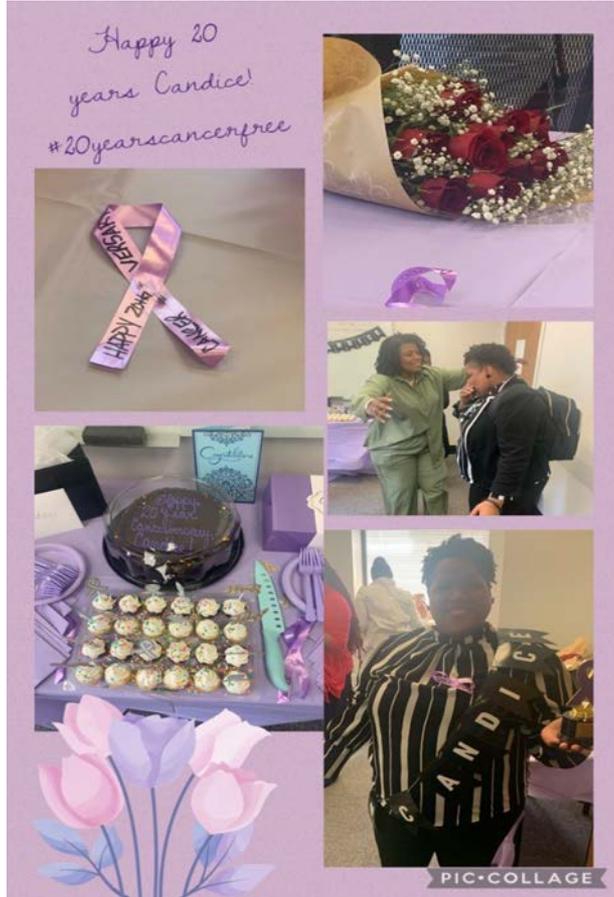


PIC•COLLAGE

Thank You

123FreeVectors.com

*I'm a SURVIVOR, I will not give up!*



*Congratulations to Candice,  
a 20 year  
CANCER SURVIVOR!*





Thanks for  
all you do

