

Tama D. Carson



Professional Experience

Division Operations Manager/Deputy Director - State of Alaska, Department of Health, Division of Public Assistance

May 2019 - Current

Serve as principal support to the division director and in name serve as the Division Deputy Director. Directs and manages organization changes pertaining to program and technology units brought on by political/economic/social changes, federal regulations, state regulations. Develops strategic plans for DPA overall. Develops long term – short term goals for division. Develop and manage organization changes to ensure coordination of functions, operational efficiencies, and alignment with the division’s principles. Effectively juggle and prioritize multiple conflicting responsibilities, needs and demands, and delegating to the proper designee, when appropriate, effective decision-making. Active member of the executive leadership team of the department. Participates with or represents the division director at legislative hearings and meetings, explaining and justifying the division’s programs and budget; represent the division at various meetings and conferences with State and federal officials, members of the public and the media; responds to inquiries concerning policy matters, program operations, legislative proposals, administrative reviews and quality control. Serves as acting Director in the Division Director’s absence. Direct supervision of Operations support Chief, Work Services Chief, Public Assistance Field Service Managers overseeing the Statewide case Reviewers and Statewide eligibility and learning specialists’ team, workflow and workload team, eligibility field service management, and Constituent relations staff. Oversee all division staff. Makes decisions on technology and workflow updates to correspond with the division goals. Oversight of all DPA technology modernization team Communication external/internal. Participate with special public interest groups: Media statements, Legislative inquiries and session, Represent the division in department initiatives, Relay communications and updates with division staff, External Workshops with Federal partners, State agency, Non-profit organizations. Oversight of DPA research and data, Oversight of statistical data representing DPA caseloads. Establish all P&P related to DPA eligibility work, statistical reporting, federal compliance, office structure, Work with policy team, Oversight of DPA policy and program development. Federal Program Oversight: Work with federal agency ensuring compliance of federal award programs, Oversight of all DPA federal reporting requirements, Monitor all federal award availability. Oversight of major program chiefs: SNAP/TANF/MEDICAID. Eligibility Development: Develop workflows to allow timely processing, develop work service related, Workflow mitigation plans, Eligibility staffing levels and needs, Office staffing, Constituent Relations: Represent division, Oversight all legislative requests, Division complaints Budget: Work with AOM on program budget, Work with program coordinators create budget, Work with program coordinators on state plans, Monitor federal grant availability, Oversight of all grant applications to ensure compliance with division mission HR: Represent division on HR related issues, arbitrations, negotiations, hearings, Union negotiations, adjudicates subordinates’ grievances; takes or approves disciplinary action as appropriate; appoints, promotes and transfers subordinates as needed to achieve program goals; assigns and reviews work, approves leave and prepares performance evaluations. Manages all Division Audits with Legislative Audit, coordinate findings and corrective action.

Public Assistance Program Officer/QA Manager/Benefit Issuance & Recovery Unit (BIRU)

Manager- State of Alaska, Department of Health, Division of Public Assistance

July 2013- May 2019

Responsible for the statewide oversight of the division’s Quality Assessment (QA) teams and the Benefit Issuance & Recovery Unit (BIRU), Design QA review assignments and evaluation projects, Communicate directly with federal and state agencies and assure compliance with program rules, Analyze findings from review projects which requires critical thinking, Identify trends and corrective action statewide, may include crossing divisional functions, Facilitate meetings, Submit data to federal agencies by specific deadlines, Track other performance measures established by the state and department, Oversee 18-member unit including out stationed staff in Fairbanks and Kenai and directly

supervise two unit Anchorage office managers in QA and directly supervise and oversee five direct reports located in Juneau under BIRU, Member of the division's leadership team, Manage QA budget and contracts related to QA, Act as Chief of Program Integrity when needed, Operations manager for the BIRU team consisting of EBT, Claims, and Random Moment Time Studies (RMS), Ensure claims are established and collections are timely, clients are noticed in accordance to rules and regulations and legal agreements, Responsible for Federal and State compliance audits as it relates to EBT, Claims, RMS, and Quality Assessment and Management Evaluations required by the Food and Nutrition Service (FNS).

Social Services Program Coordinator- State of Alaska, Department of Health, Division of Public Assistance

March 2011 – June 2013

Supervise three Public Assistance Analyst I/II and one Administrative Assistant II, Ensure DPA eligibility policies are updated as needed due to changes in Federal or State law and are easily interpreted by field staff, identify areas of policy that require development or revision, Research and plan for program changes, Partnered with Tribal organizations and state contractor policies, ensure that requirements in federal and state laws and regulations are met, Prepare and edit policy guidance and clarifications, Produce program policy manuals and materials such as forms and notices, Update web site with information, Work closely with other units within the division which include the QA team, Fraud, Claims, System Operations, Training, Field Services and Research, Participate with multiple projects that may impact multiple programs, teams, agencies, or just the division, Constituent liaison by supporting the division by responding to inquiries either written or verbal, arbitrate Fair Hearings, represent the division to other state or federal agencies and manage special projects, Research complaints, Provide assistance with legislative inquiries by working within the legislative process, Act as acting Chief of Policy when needed

Public Assistance Analyst II – State of Alaska, Department of Health, Division of Public Assistance

October 2009 – March 2011

Research and analyze policy for field staff, client inquiries, and other state or federal agencies to provide program clarification, Review other program policies, and provide recommendations to other policy specialists on any changes that may affect one or several programs, Research state and federal requirements verifying the changes are within program compliance, Interpret, analyze, and clarify questions related to public assistance policy, Provide appropriate policy changes while ensuring compliance with federal and state guidelines, Prepare manual changes by gathering research and verification. Provide field staff written communication memos that provide instructions for implementing changes, Provide feedback regarding complex policy to management, field staff and system operations, Conduct training sessions and provide field staff with resources, Prepare reports as requested by the director, supervisor, legislature or other staff requesting information related to Public Assistance, Respond to inquiries, complaints, and problems from clients, public, legislators, and other agencies, Review fair hearing appeals and draft case summaries and responses for the Division's Director, Successfully communicate with a variety of people including constituents, division staff, and other state and federal agencies, Manage projects with complex and time sensitive tasks that impact multiple programs, Deliver multiple program knowledge to other team members and staff, Serve as the department's specialist for the Adult Public Assistance program, Senior Benefits program, and General Relief Assistance program, Backup other policy specialist on the team, Prepare and publish program manuals online.

Eligibility Quality Control Technician – State of Alaska, Department of Health, Division of Public Assistance

October 2005 – September 2009

Conduct field investigations on random Public Assistance cases for compliance with federal and state regulations which include Internal Supervisor reviews, Denali KidCare (under Medicaid), Family Medicaid, Adult Public Assistance, Adult Public Assistance Medicaid/Medicare, Alaska Temporary Assistance program and the Federal Food Stamp Program. Investigations may include home visits where I explain the reason for the quality assessment review, answer any question the client may have and discuss the policies and regulations pertaining to the Public Assistance program I'm reviewing. I am able to put the client at ease in order to get their cooperation during their quality assessment review, verify all aspects of eligibility with clients either at their homes or on the phone, make collateral contact with other agencies (Social Security, banks, employers, landlord, tax assessors, courts, Housing Assistance, childcare provider, outside case managers etc.) to verify eligibility factors. I analyze the information that was collected and determine if eligibility exists and the payment is correct, review the public assistance case for errors and may recommend closures, fraud referrals or other action that may be necessary on the case, prepare reports that will summarize the review. This must be done in a timely matter in order to meet State and Federal

guidelines. All reviews are well documented with clear and concise detail, participate with an all-department meeting throughout the State of Alaska, which include lead workers, other quality Assessment staff and the policy unit, to discuss and explore other possible areas that may have been overlooked for the error and possible training recommendations, request travel accommodations and complete itineraries. assignments may include travel to outlying communities, ensure compliance with state and federal regulations for public assistance programs determine root cause of error and recommend additional training of eligibility staff, communicate daily with a variety of people and answers questions from clients and other public assistance offices. I was the only Quality Assessment reviewer in Southeast Alaska; this requires me to work independently under very little direct supervision, conduct home visits for the fraud department in the Southeast region if requested, participate in special audit projects throughout the state if needed.

Education

June 1994

Diploma, Graduated from Stanwood High School, Stanwood, Washington

Job skills

- SharePoint
- ComTrac (DOH Leg tracking system)
- IRIS
- Electronic Legislative Monitoring -Elmo (DOH Bill Analysis and fiscal note tracking)
- ASPIRE Alaska
- OPD
- Microsoft Office Suite (Word, Excel, Outlook, PowerPoint)
- ADOBE
- GEMS