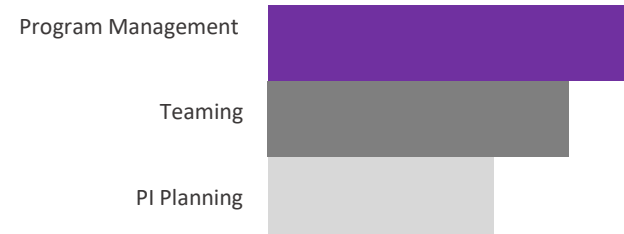


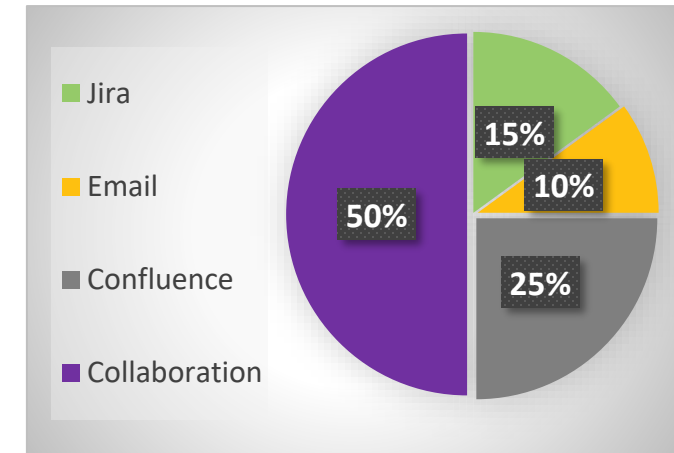


LOCATION: Baltimore, MD
AGE: 55
JOB TITLE: Program Director
JOB LEVEL:
EDUCATION: MS, Health Informatics

MAJOR ACTIVITIES



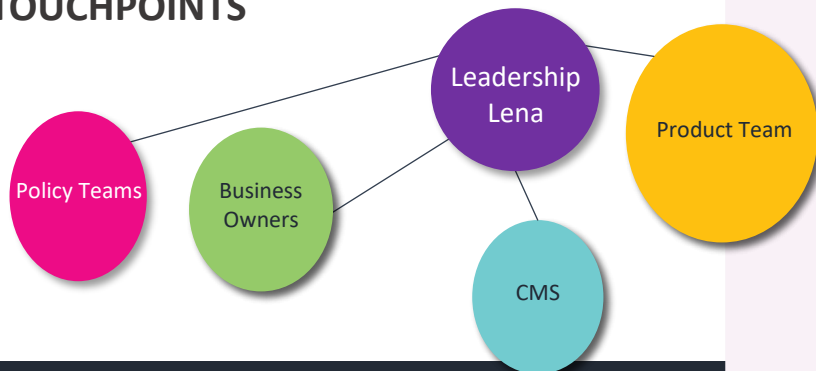
TOOLS



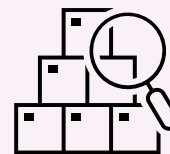
“In the past we were able to get additional funding for special projects, and then modify our contracts for more capacity...[may] not be able to continue.”

DAY IN THE LIFE OF

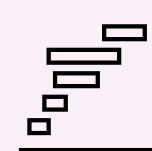
TOUCHPOINTS



Attending Leadership Meetings



Inspecting & Monitoring Product



Assuring Budget and Cost Alignment

MOTIVATIONS

- Happy program customers is number one priority
- Creating a culture where everyone has a say
- Programs supported by our product data collection for measure calculation, feedback and reporting

FRUSTRATIONS

- Personnel changes needed to build strongest team possible; too reliant on contractor abilities
- Budgetary constraints affect contract capacity
- Improperly routed communication processes

