

RESULTS LEADERS



Rena Barton
Director of Performance Management and Compliance
Lutheran Family and Children's Services of Missouri

Rena Barton is the Director of Performance Management and Compliance with Lutheran Family and Children's Services of Missouri. She is celebrating her 20th year at LFCS. During this time, Rena has been fortunate enough to accept promotions into several positions within the agency but has consistently been an integral part of performance management. In her most recent role, Rena oversees the team that is responsible for grants, database management, quality assurance, accreditation, and strategic planning among other key agency functions. Rena currently serves on LFCS' strategic planning steering committee beside senior leadership and members of the operating board. Rena's primary objective for the next year is securing the agency's bid for reaccreditation. Rena holds an MA in Counseling from Webster University in St. Louis.



Mike Bertrand
President and CEO
Lutheran Child and Family Services of Illinois

Mike Bertrand has over 31 years of experience in Social Services that spans the public, for-profit and not-for-profit sectors. Mike worked for The Illinois Department of Children and Family Services as well as several nonprofits, and for-profit healthcare before joining LCFS. Mike joined Lutheran Child and Family Services of Illinois in July 2005 as the Director of Children Services for Northern Illinois. In October 2006, Mike was made the Chief of Children Services and then the Chief Program Officer at LCFS in November 2007. In January 2012, Mike was appointed Executive Vice President and Chief Operating Officer. In July 2015, Mike began serving as President and Chief Operating Officer and was appointed by the Trustees at their October 2016 meeting as President and CEO effective January 1, 2017. Mike has a Bachelor of Science Degree in Psychology from the University of Illinois/Champaign, and a Masters in Social Work from the University of Illinois at Chicago. Mike is a Licensed Clinical Social Worker, a Licensed Child Welfare Professional and represents the Agency on the Child Welfare Advisory Committee Infrastructure group. Additionally, Mike was a Mayoral Appointee for the City of Aurora Community Development Block Grant Committee for numerous years. Mike is a member of the Illinois Collaboration on Youth Board of Directors as well as active in Lutheran Services in America and the Alliance for Strong Families and Communities.



Tonya Blasen
Director of Service Quality
Lutheran Services in Iowa

Tonya Blasen currently serves as the Director of Service Quality for Lutheran Services in Iowa. She has worked in the human service field for 17 years. After attaining her degree in sociology with a concentration in human services with young people, Tonya gained experience as a direct care staff, caseworker, and program supervisor of a day treatment and residential program at Family Resources, Inc. She was also a member of the Incident Response Team and a trainer in Therapeutic Crisis Intervention. During her ten years with LSI, Tonya has held an array of positions, including caseworker, service coordinator, and residential treatment manager. She is also

trained in Family Team Meetings, Youth Dream Teams, Strengthening Families, Motivational Interviewing, and Mandt instruction.



Erin Dittman
Quality Assurance Manager
Lutheran Family Services of Nebraska

Erin Dittman currently serves as the Quality Assurance Manager for Lutheran Family Services of Nebraska, Inc. Erin supports the organization's wide range of human care services across the state of Nebraska and southwest Iowa. She supports the organization's wide range of human care services across the state of Nebraska and southwest Iowa. Erin's passion for this type of work runs deep. She brings to fruition significant, high-impact work that contributes to the success of programs that strengthen individual and family life. Erin describes herself as an avid learner. She has a Bachelor's Degree from Kansas State University, a Master's Degree from the University of Nebraska at Lincoln, both related to her work in Family Studies. She is currently pursuing an MBA with the goal of learning more about nonprofit operations and sustainability. She and her husband of 20 years spend are raising two teenage sons. In her free time, she is an avid reader and amateur musician and is always ready to catch up over coffee.



Mike Duggar
President and CEO
Lutheran Family and Children's Services of Missouri

Mike Duggar joined Lutheran Family and Children's Services as the President and CEO March 13, 2017. Before that, he served as the President and CEO of Methodist Children's Homes of Mississippi. He has 26 years of experience caring for children and families in residential treatment, foster care and community-based programs, as well as staff training, program development, and volunteer management. He was a member of Jackson State University's adjunct faculty as an instructor for Leadership and Management, as well as Community and Organizational Change in the School of Social Work. Currently, Mike serves on the Board of Directors for Missouri Coalition of Children's Agencies. He received his B.S. in Criminal Justice from The University of Tennessee at Chattanooga and his Master of Arts in Community Psychology from The Pennsylvania State University.



Kim Harrison
Director of Children's Behavioral Health
Lutheran Family Services of Virginia

Kim Harrison is a Licensed Clinical Social Worker (LCSW) and Director of Children's Behavioral Health with Lutheran Family Services of Virginia. Kim received her Master of Social Work from Virginia Commonwealth University, and her Bachelor of Arts in Social Work from Longwood University. Kim has spent her career working with children, adolescents, and families in a variety of clinical environments to include residential treatment centers, foster care and adoption, outpatient therapy, and community based services. Currently, Kim oversees the Children's Behavioral Health program for Lutheran Family Services of Virginia, which includes community-based interventions such as Therapeutic Day Treatment and Outpatient Mental Health Counseling, as well as a broader Children's Behavioral Health program within the Minnick Private Day Schools in five locations around the state of Virginia. Kim resides in Cross Junction, Virginia and enjoys reading, hiking, and

visiting the beach at the lake in her neighborhood. She and her partner are the proud parents of five cats and two Pugs.



Jeanne Hollingshead
Director of Treatment Foster Care and Adoption
Lutheran Family Services of Virginia

Jeanne Hollingshead is a licensed clinical social worker and has over 20 years' experience working in mental health and social services. She has worked in numerous positions within child welfare including caseworker, supervisor and post-adoption therapist. Jeanne specializes in attachment and relationship-based treatment and is trained in Theraplay. Jeanne graduated with a master's in social work from Barry University in Miami, Florida and a bachelor's in English

from Flagler College in St. Augustine, Florida.



Laura Ibanez Gomez
Manager of Maternal and Infant Health
Family Health Centers at NYU Langone

Laura Ibanez Gomez, LMSW, Healthy Steps Specialist and Manager of Maternal Infant Health Programs. Ms. Ibanez Gomez holds a Master's degree in social work from the NYU Silver School of Social Work and worked as a child psychologist in Spain. She has more than ten years of experience working with children and families impacted by trauma. At the Family Health Centers, Ms.

Ibanez Gomez partners with families during well-child visits, providing guidance, referrals, and support to parents facing challenging situations. She also oversees the maternal-infant programs, acting as a liaison between community programs and health centers.



Beverly Jones
Vice President and Chief Operating Officer
Lutheran Child and Family Services of Illinois

Beverly Jones is Vice President and Chief Operating Officer. Beverly has been delivering child welfare services around the country for more than 40 years and has been with LCFS for approximately the last ten years. Beverly oversees all of LCFS' service delivery and several key supporting departments. She is a vocal advocate around the need for change in disparate outcomes within the state of Illinois. She is integral to the implementation of any changes and business

models.



Bill Kallestad
Vice President of Programs
Lutheran Services in Iowa

Bill Kallestad is LSI's Vice President of Programs and Services, and he has held the position since May of 2016. Bill oversees LSI's services including Behavioral Health Integration Services, Services for People with Disabilities, Pediatric Integrated Health, Mental Health Services, Family Safety, Risk and Permanency, Refugee Services, Residential Services, Foster Care and Adoption, and Early Childhood services. Bill has more than 23 years of

experience working in human services. He has had a presence at LSI since 2012 when he was hired

to direct LSI's Services for People with Disabilities, which today serve more than 900 families with 400 staff across the state. Prior to LSI, Bill worked as a service manager, consultant, and trainer at ChildServe for 15 years, and as an adjunct professor at Grand View University for four years. He holds a degree in Human Services from Grand View College in Des Moines. Bill enjoys biking and camping with his wife, Jenny, and four kids, learning new knock-knock jokes, and running in marathons.



Amanda Kryzkowski
Director of Performance Quality Improvement
Lutheran Social Services of Wisconsin

Amanda Krzykowski is the Director of Performance and Quality Improvement at Lutheran Social Services of Wisconsin (LSS), working with programs to establish quality outcomes and success measures. Her background providing services to children and families in outpatient, day treatment, residential and school settings enables Amanda to better collaborate with program staff at LSS. She received a BSW from Concordia University Wisconsin and MSW from

Loyola University Chicago.



Stephanie McCarthy
Senior Director of Children and Family Services
Ascentria Care Alliance

Stephanie McCarthy M.Ed has been with Ascentria Care Alliance since 1998, serving in different capacities within the children and family service lines. She oversaw the Intensive Foster Care program for six years and has been in the role of Director of Children and Family Services, overseeing Intensive Foster Care in MA and NH, Adoption, two Teen Parenting Services, and the Unaccompanied Refugee Minor program since 2013. Stephanie reports directly to the VP of

Community Services and is responsible for supervising the administrative, programmatic and clinical functions of the Children and Family Services Programs in MA and NH, which includes fiscal management of an \$8.5 million budget. She carries a great depth of experience and expertise in understanding the needs of children and families from both a micro and macro systems perspective. Stephanie lives just west of Boston, MA with her husband and three school-aged children who all keep her on her toes and grounded as to what is important in life. In her free time, Stephanie enjoys being outside, running, reading, and ensuring that game night happens weekly as part of the family routine.



Paulo Pina
Pediatric Network Medical Director
Family Health Centers at NYU Langone

Dr. Pina is currently the Pediatric Network Medical Director of the Family Health Centers at NYU Langone in Brooklyn, New York. He received his Bachelor's Degree from Cornell University and Medical Degree from New York University School of Medicine. He completed Pediatric training and Chief Residency at NYU/Bellevue Medical Center. Subsequently, he received a Master of Public Health Degree from SUNY Downstate. He has over 15 years of experience

working with children, adolescents, and young adults and motivating them to reach their full potential. His overall goal is to engage in projects that address community/population health and health disparities.



Maisi Schrauth
Director of Program Services
Lutheran Social Services of Wisconsin

Maisi Schrauth received her Master's degree in Clinical Psychology from Cardinal Stritch University and is the Director of Program Services with Lutheran Social Services of WI and Upper MI, Inc. Maisi oversees community-based children and family services across the state which include Family Preservation and Comprehensive Community Services, Outpatient and School-Based Mental Health, Runaway and Youth Services and Stop Child Abuse and

Neglect. Her primary duties include the overall operations, financial accountability and strategic direction of children and family community-based services. In addition to program services, Maisi has a passion for quality improvement and often participates on agency-wide initiatives to streamline and centralize core agency processes. With this passion for improvement, she also leads the Continuous and Quality Improvement unit within the agency. "Act compassionately. Serve humbly. Lead courageously."



Emily Sutton
Statewide Administrator of Community Services
Lutheran Family Services of Nebraska

For over a decade, Emily Sutton has worked to address social and healthcare disparities that marginalized community members experience across the Central US and abroad. As a Social Worker, grassroots organizer, policy researcher, and leader Ms. Sutton has engaged social change at all levels of intervention. She is currently the Statewide Administrator over Lutheran Family Services of Nebraska's immigration and refugee programming. She leads a team

of over 90 professionals, most of whom are former refugees or immigrants themselves, delivering culturally competent, quality services to refugees, asylees, and immigrants from their arrival to the US through a continuum of care towards long-term self-sufficiency. Prior to LFS, she served as Central US Regional Director for Enroll America, a nonprofit healthcare enrollment organization based out of Washington, DC. She established, supported, and grew coalitions in urban and hard-to-reach areas in eleven Midwest states. Her passion for serving the global community was born during a multi-year international volunteer opportunity in the Dominican Republic where she worked within the child welfare and public health systems to support severely medically disadvantaged orphans.



Patrick Williams
Vice President of Quality and Compliance
Ascentria Care Alliance

Patrick Williams MBA, MS has been with Ascentria Care Alliance since 2017, serving in the newly appointed position of Vice President of Quality and Compliance. His position assumes the responsibility to develop and implement a comprehensive and effective quality management program throughout the five New England states operating a \$75 M organizational budget. With a client-centered focus from his 26 years of for-profit and nonprofit leadership,

insurance and acute/long term healthcare expertise, Patrick regularly consults on topics involving quality, lean, accreditation, compliance, regulatory and risk items our staff and leaders at Ascentria. On a personal note, Patrick is a Maine native and has a passion for the outdoors which includes being active cycling, being on the water, snowshoeing along with spending time with his bride Sue, his daughter Lauren and black lab, Stella.

PEER LEADERS



Leonica Erwin
Program Manager
Wellspring Lutheran Services

Leonica is currently the Program Manager for Families First of Michigan, an intensive, home-based family preservation program derived from the Homebuilder's Model. Leonica has a total of 20 years of child welfare experience ranging from residential treatment, early child development and performance and quality improvement. She has a bachelor's in psychology from Albion College and an MSW from Grand Valley State University. She has been married

for 13 years and has four sons.



Matt Hembree
Quality Management Director
Lutheran Services Carolinas

Matt has over 20 years of experience in human services, with a focus in the areas of program development, senior leadership, and leadership development. He has been with Lutheran Services Carolinas for nine years, with four years in his current senior leadership role as the agency's Quality Management Director. Matt holds a Masters in Sociology from The University of North Carolina Greensboro, where he had advanced studies in the field of online social interaction. He also holds a B.S. in Sociology from Western Carolina University.



Rebecca Kiesow-Knudsen
Vice President of Community Services
Lutheran Social Services of South Dakota

As Vice President, Community Services for Lutheran Social Services of SD, Rebecca Kiesow-Knudsen provides leadership and oversees mental health counseling services, Center for Financial Resources, Center for New Americans, childcare and education services, re-entry services, mentoring services and disaster response services. Rebecca earned a bachelor's degree in political science from Gustavus Adolphus College in St. Peter, Minnesota and a master's

in public administration with an emphasis in nonprofit administration from the University of South Dakota. Rebecca has been with LSS of SD since 2001 in a variety of roles, including oversight of the agency's quality improvement program and accreditation. She has been in her current role since 2011.



Amy Knop-Narbutis
Research Analyst
Upbring

Amy Knop-Narbutis is a Research Analyst for Upbring based out of Austin, Texas, where she leads the development of all statewide thought leadership efforts. This includes leading initiatives to improve outcomes-tracking and performance management; coordinating data science and longitudinal research projects with external partners; and finding and integrating best practices from research into services and advocacy. She previously represented Upbring at

LSA's Results-Based Leadership cohort in 2017 and the Provider Exchange on developing an outcomes-

driven culture in 2015. She graduated from the LBJ School of Public Affairs with a Master's in Public Policy focused on social programs evaluation.



Sarah Quirk
Executive Clinical Director
Lutheran Services Carolinas

Sarah Quirk, LISW-CP, LCSW, is the Executive Clinical Director at Lutheran Services Carolinas and leads LSC efforts in implementing evidenced-based models and oversees the clinical support of LSC services. She has over 20 years of experience in the human services field. Sarah holds her master's degree in Social Work from the University of South Carolina and received her bachelor's degree in Social Work at West Virginia University.



Peter L. Samuelson
Senior Director of Evaluation and Impact
Lutheran Social Services of Minnesota

Peter L. Samuelson is the Sr. Director of Evaluation and Impact at Lutheran Social Services of MN. His responsibilities include overseeing the evaluation efforts for all the lines of service at LSS, along with special projects that expand program impact. Peter is also a pastor in the Evangelical Lutheran Church in America and called to LSS through the Minneapolis Area Synod. In his career as a pastor, he has served several parishes in NE Iowa and Atlanta, GA. In 2007, he received his Ph.D. in Educational Psychology from Georgia State University in Atlanta specializing in the moral development of children. He has taught graduate and undergraduate courses at Georgia State University and the University of St. Thomas in St. Paul, Minnesota. Peter came to LSS from the Thrive Foundation for Youth in Menlo Park, CA where, as the Director of Research and Evaluation, he had primary responsibility for building, implementing and refining the Foundation's research and evaluation tools. Prior to Thrive, he served as Research Faculty at the Thrive Center for Human Development at Fuller Theological Seminary's School of Psychology in Pasadena, CA, where he investigated the Science of Intellectual Humility. He has published several articles and book chapters and given numerous presentations in the areas of moral development and intellectual humility. He has co-authored a book entitled "The Philosophy and Science of Intellectual Humility," published in January 2017 by Bloomsbury Publishing, London, UK.



Jason Sroufe
Family Services Division Director
Wellspring Lutheran Services

Jason Sroufe (MA) has worked at Wellspring Lutheran Services since 2006 and is currently the Family Services Division Director. He has overseen programs that include residential treatment, teen parent programming, counseling, parenting classes, supportive housing, and home-based family preservation services. Jason previously worked at a local church in Mount Pleasant and for the past ten years has been a part of the Village Art Project, a place-based Christian ministry, which includes summer art projects, camping, and year-long mentoring. Jason has been married to Sara for over 12 years, and they have two energetic and fun daughters Joy (10) and Claire (9).

STAFF



Alesia Frerichs
Vice President of Member Engagement
Lutheran Services in America

Alesia joined Lutheran Services in America in September 2014 to lead the member engagement function as VP, Member Engagement. Membership engagement supports Lutheran Services in America members by building strategic, fruitful connections, inside and outside the network. The member engagement team strives to identify critical funding sources and key partnerships for Lutheran Services in America members, advance leadership

development, and foster the unique bond of trust members have developed through fellowship within a strong community of faith and a shared call to serve. She brings more than 20 years of strategic management consulting experience and corporate leadership, most recently, as a Senior Consultant with Sapere Consulting, Inc., where she worked with Lutheran Services in America Strategic Planning Task Force and staff to develop the multi-year strategic plan. A graduate of St. Olaf College with a BS in Economics, and an MS in Statistics from George Washington University, Alesia has been actively engaged and served many roles in several local nonprofit organizations including service as board chair and interim executive director for Southeast Ministry, a Lutheran social ministry organization and member of Lutheran Services in America.



Charlotte Haberaecker
President and CEO
Lutheran Services in America

Charlotte Haberaecker is the President and CEO of Lutheran Services in America, a network of more than 300 Lutheran health and human services organizations across the country that serve 1 in 50 Americans each year. Lutheran Services in America is ranked #25 on the Philanthropy 400 and provides over \$21 billion in services annually. Lutheran Services in America members serve a broad range of people from children and youth to veterans and

people with disabilities and the elderly. In 2015, Charlotte was named to *The NonProfit Times Magazine's* "Power & Influence Top 50" listing that recognizes 50 of the nonprofit sector's leaders for innovation, influence on the sector and for developing organizational models that can be replicated. Prior to joining Lutheran Services in America in 2012, Charlotte was the #2 Executive at Global Impact, a \$110 million nonprofit organization that provides funding for critical humanitarian needs at home and around the world where she led two of the world's largest fundraising campaigns raising over \$80 million a year. Previously, she held senior leadership positions at Price Waterhouse where she helped strengthen organizations providing children and family services and health care and Fannie Mae where she led an industry transformation initiative.



Deborah Hoesly
Vice President of Development
Lutheran Services in America

Deborah joined Lutheran Services in America in October 2014 as Vice President of Development. In this role, Deborah is responsible for donor relations and strategy. Prior to joining Lutheran Services in America, Deborah served as Director of Development at George Mason University's College of Visual and Performing Arts in Fairfax, Virginia, where she was responsible for raising over \$2M annually in contributed support for the College's seven academic disciplines as well for the "Great Performances at Mason," the university's premiere presenting series of national performances, and ARTS *by George!*, the College's signature annual gala event. Deborah earned an M.A. in Arts Management from George Mason University and B.A. degrees in Political Science and Spanish from the University of South Carolina.



Sheila Weber
Director of Strategic Initiatives
Lutheran Services in America

Sheila joined Lutheran Services in America in July 2018 as Director of Strategic Initiatives in Member Engagement. Her responsibilities include leading the Children Youth and Family Community of Practice and the newly formed Results Innovation Lab. Sheila most recently served as Vice President of Children and Youth Services at Lutheran Social Services of South Dakota, responsible for leadership, personnel management, contract and regulatory compliance, financial management, and operations of multiple statewide services. While at LSS, her program portfolio included pregnancy counseling, adoption services, treatment foster care, kinship services, psychiatric residential treatment, group care, shelter care, alternatives to detention and independent living services. Sheila began working in the human services field 25 years ago at a residential program for adults with developmental disabilities. She has also served clients with serious mental health and emotional needs ranging from childhood through adulthood in residential and outpatient treatment settings. For over 17 years, Sheila provided clinical and administrative oversight of treatment programs for children and youth. Sheila holds a Bachelor's degree in Psychology from South Dakota State, a Master of Social Work degree from the University of Nebraska in Omaha, and a Master's degree in Business Administration from Trident University.

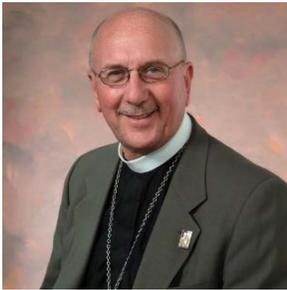
FACULTY



Raj Chawla
Principal
The OCL Group

Raj Chawla, Principal of The OCL Group, has over 20 years of experience in leadership development and organizational and executive coaching, with a primary focus on helping leaders contribute to the wellbeing of people. Raj helps leaders achieve greater system-wide outcomes and affect deeper system reforms by creating influence strategies within their organizations; forming and leveraging partnerships; and generating quantitative measures to guide, track, and unify critical work efforts and ensure the highest contributions to overarching goals and results. Raj makes building a “culture of accountability” integral to his work with leaders and stresses expanding leadership capacity at all levels to develop co-leaders who can advance the work and spread its impact. He is skillfully able to address the complexities of racial, class, and cultural disparities to root out the underlying causes of many program and policy failures. Raj has guided many organizations seeking to transform their culture from a program- or grant-based framework to a results framework where stakeholders share a common population level result as the focus of their work and align their actions to identify and meet measurable results in service of the populations they serve. He has helped build result cultures for Partners for Education at Berea College, the John T Gorman Foundation, Northside Achievement Zone, the Annie E Casey Foundation’s network, Foster America, Smoking Cessation Leadership Center, and Living Cities, among many others. Raj is a master facilitator equipped to use and teach Results Based Facilitation skills, which enable groups and teams to move from talk to action while holding results in the center. Raj holds a Masters in International Affairs from The American University in Washington, D.C. and a B.A. in Economics from Emory University. He is a Master Certified Coach with the International Coaching Federation. In addition, Raj has participated in Executive Programs at the Harvard Kennedy School of Government and George Mason University. Raj lives in Silver Spring MD with his wife and business partner, Patton, and their children, Leena and Keva.

PARTNERS



Rev. Dr. David H. Benke

Rev. Dr. David H. Benke was the interim President and CEO of Lutheran Social Services of New York from 2016 – 2017, supporting the fiscal and programmatic integrity of the agency’s diverse portfolio of services and was recognized as one of City & State’s “50 over Fifty” during his tenure. He served as President/Bishop of the Atlantic District of the Lutheran Church–Missouri Synod (LCMS), representing the eastern half of New York State for the denomination and its 2.5 million members, from 1991 to 2015. Ordained into the Holy Ministry in the LCMS in 1972, he has served as Pastor of St. Peter’s Lutheran Church in Brooklyn, New York, from 1975–1991, and from 1997 to the present. During his tenure in Brooklyn, he has continued to promote the Nehemiah Plan, leading to over 4,000 single family homes being built on formerly ravaged inner-city acreage. Rev. Dr. Benke has enlisted the Atlantic District and the Lutheran Church–Missouri Synod, through the decades, to provide undergirding interest funding for Nehemiah Homes, and serves on the LCMS Housing Support Corp. In 2001, following the events of September 11, Rev. Dr. Benke co-founded Lutheran Disaster Response of New York, which provided 20 million dollars to primary and secondary victims, including undocumented immigrants, impacted by the terrorist attacks. Rev. Dr. Benke is the founder and host of the annual “Witness in the Public Square” luncheon for the Atlantic District Mission Society. Over 30 individuals, including national public figures and church leaders, have been honored for over 12 years at this event, which has raised over two million dollars for missions. Subsequent to the devastating effects of Superstorm Sandy, Rev. Dr. Benke led recovery efforts in damaged coastal areas, and especially in the highly affected and afflicted region of Far Rockaway, Queens. The Hope and a Prayer Center by the Sea, spearheaded by Rev. Dr. Benke and the Atlantic District, was opened on October 29, 2014, as a sign to the community of the resolve of Lutherans for ongoing collaboration with and assistance to residents. Rev. Dr. Benke earned the Doctor of Ministry degree from New York Theological Seminary in 1983, and received the LL.D. degree from Concordia College, Bronxville, in 1997. Rev. Dr. Benke has written numerous articles on housing, social ministry, and worship, and has written a book, “God’s Laws Don’t Have Loopholes,” on the doctrine of justification. He serves on the Board of the Protestant Chapel at Kennedy Airport, the Board of Mill Neck School for the Deaf on Long Island, the Board of Cypress Hills Local Development Corporation, and as a member of East Brooklyn Congregations, which continues to build Nehemiah homes in the Gateway area of East New York. Rev. Dr. Benke also serves on the Board of the Forest Park Trust, which includes responsibility for Forest Park, Queens, and Highland Park on the Brooklyn/Queens border. Rev. Dr. Benke is married to Judy, who recently retired as Vice President for Church and Community Relations at The Lutheran Care Network, New Rochelle, New York. They reside in Queens, NY.



Frederick (Fred) G. Kraegel

Since February 2011, Fred has been a managing director with Parham Partners, a financial advisory firm in Richmond, Virginia. From 2003 to 2011, he served as a senior director with Bridge Associates. His activities from 1987 to 2003 involved serving as a chief executive officer or chief financial officer or as an independent consultant for businesses of at least \$150 million to more than \$8 billion in annual revenue that were experiencing significant financial difficulties, often involving formal bankruptcy proceedings. He is the former senior vice president and chief financial officer of Best Products Co., Inc. and executive vice president of Finance and MIS for P.A. Bergner & Co., the owner of full-line department stores (Carson

Pirie Scott, Bergner's, Boston Stores, and Donaldson's). He joined Peat, Marwick Mitchell & Co. (now KPMG LLP) in 1971 and was a partner with the firm from 1980 to 1987. Fred earned a bachelor's degree in business administration from Valparaiso University in Indiana. Fred has held numerous board appointments. Fred has been a member of the Thrivent Financial board of directors since August 2008, where he chairs the Finance Committee and is a member of the Executive and Thrivent Holdings committee. He also currently serves as chair of the board of directors at Valparaiso University and retired in August 2018 as board chair from Concordia Plan Services. In addition, he's on the boards of Lutheran Family Services of Virginia and Lutheran Services Florida. He's a past Lutheran Services in America (LSA) board member and currently serves on LSA's development committee. He's active in his home congregation as well, Trinity Evangelical Lutheran Church in Richmond, Virginia. Fred and his wife, Karen live in Richmond, Virginia, and are the parents of two adult children and have three grandchildren.



Dr. Jane Isaacs Lowe

Jane Isaacs Lowe has an extensive career in philanthropy, academics, and social work. With an 18-year tenure at the Robert Wood Johnson Foundation, she most recently served as their Senior Adviser for Program Development, and Director of the Vulnerable Populations Portfolio. Prior to that, she was a faculty member at the University of Pennsylvania, School of Social Work teaching and publishing in the areas of community health practice, administration, and planning. She began her career as a social worker and administrator at Mt. Sinai Medical Center (New York City) where she also was a faculty member in the medical

school's Department of Community Medicine. She serves on the Board of Trustees of Lutheran Services in America and Playworks, and is a fellow at the New York Academy of Medicine. Lowe earned a doctorate in social welfare policy and planning from Rutgers University, a master's in social work from Columbia University, and a bachelor's degree in sociology from Cedar Crest College, where she was a member of the board of trustees from 2008-2017.



Dr. Antonio Oftelie

Dr. Antonio Oftelie is Executive Director of Leadership for a Networked World and the Public Sector Innovation Fellow at the Technology and Entrepreneurship Center at Harvard within the Harvard School of Engineering and Applied Sciences. Dr. Oftelie conducts research, teaches, and advises on how law, policy, and technology can be aligned to create exceptional environments for innovation. At Harvard, Dr. Oftelie administers the Harvard Public Sector Innovation Award program, leads the development of multiple summits and executive sessions, and since 2004, has developed and taught in

more than sixty Harvard executive education programs. Antonio has created practitioner-recognized frameworks and maturity models for organizational innovation and value creation including the *Shared Services Horizons of Value*, the *Uptake and Edge Innovation Matrix*, and the *Human Services Value Curve*. Dr. Oftelie holds a BS in Management and Ethics from Crown College; an MPA with a Business and Government Policy concentration from Harvard University, where he focused his studies on leadership, finance, and public policy at the Harvard Kennedy School, and on strategic management, technology, and innovation at the Harvard Business School; and a Doctorate in Law and Policy from Northeastern University, where his studies and research focused on constitutional and administrative law, technology and society, and institutional transformation.



Julie Swanson

Board Member, Lutheran Services in America

Julie E. Swanson recently retired as President and Chief Executive Officer of Lutheran Family Services of Virginia. Swanson joined LFSVA in July 2005. As President and CEO, Swanson managed 400 employees in 15 locations across the state with a total annual budget of \$29 million. Swanson has worked with Lutheran agencies in the Virgin Islands, Florida, and Colorado and has a background in both management and fund development. Throughout her career, Swanson has been involved with programs serving children, families, refugees

and the elderly. She served as a national Lutheran Disaster Response consultant after experiencing and then coordinating the response and rebuilding efforts for Hurricane Hugo and Hurricane Marilyn in the US Virgin Islands. Under Swanson's leadership, LFSVA acquired a company thus allowing it to expand its' mission to serve adults with disabilities. In nine years the organization tripled in size. LFSVA's vision is to be a leading provider of services by helping children in foster care find permanent homes, strengthening families through therapeutic services, educating children with complex needs, and helping older adults and adults with disabilities live the most abundant lives possible.



The Rev. Jeffrey Thiemann

President and CEO of Portico Benefit Services

(a ministry of the Evangelical Lutheran Church in America)

The Rev. Jeffrey D. Thiemann began his term of office as President and CEO of Portico Benefit Services on October 1, 2011. Pr. Thiemann served two years of a six-year term as a trustee to Portico Benefit Services, a position from which he has resigned since being named President.

Pr. Thiemann was executive pastor at Saint Matthew Lutheran Church in Walnut Creek, Calif., where more than 700 people worship on Sundays. Prior to answering a call to pursue ordained ministry, Thiemann worked in a variety of business settings that included technical, marketing and executive management and leadership roles. He was president and CEO of Manage.Com from 1998-2001. He started his business career at Hewlett-Packard Co., where for nearly 20 years he advanced through global assignments and management positions from 1980-1998.

Pr. Thiemann earned a bachelor's degree in computer science engineering in 1980 from Massachusetts Institute of Technology in Cambridge, Mass. He is a 1997 graduate of Harvard Business School's The General Manager Program, Executive Education, in Boston. He received his Master's of Divinity in 2005 from Pacific Lutheran Theological Seminary in Berkeley, Calif., after which he accepted his call at Saint Matthew.



Nicole Truhe

Director of Thought Leadership at UnitedHealthcare Community and State

Nicole Truhe, in her role as Director of Thought Leadership, seeks to develop partnerships with community-based organizations to help those served by UnitedHealthcare live healthier lives. Her goal is to engage community stakeholders and establish innovative partnerships that can achieve population-level results. Truhe is the former Government Affairs Director at America Forward, New Profit Inc.'s bipartisan policy initiative. In that role, she was an advocate on behalf of the over 70 innovative, high-impact organizations to policymakers and innovators regarding issues important to the organizations, including education, workforce development and innovative financing. Before her work with New Profit, Truhe filled a key role leading national policy and government relations at Youth Villages for eight years.

Ms. Truhe is currently completing her dissertation on the child welfare system in regards to community-based services for youth in foster care toward her Ph.D. in Public Policy from George Mason University. Truhe also holds a Master's of Public Administration from the University of Memphis and a bachelor's degree in political science from Rhodes College.