

Attachment 1

I. Key Personnel Résumés

I-a. Program Manager: Ms. Paige Briggs



Paige Briggs
Program Manager

PROFESSIONAL EXPERIENCE

Program Manager – PQC Trains Division
Prairie Quest Inc. (PQC) | Fort Wayne, IN
09/2023–Present

- Currently manages a team of 23 staff to oversee the productivity and effectiveness throughout Northern Indiana.
- Responsible for expanding our services in Indiana for both of our business lines.
- Manages, coordinates, evaluates and supervises all operations within assigned program services.
- Works with leadership to create materials (training, coursework, research materials) to improve programming and outreach.
- Provides personnel management functions for all assigned vocational staff including involvement in hiring, orientation, supervision, annual evaluations, corrective actions, etc.
- Assists in innovation, development and implementation of services, especially those focused on assisting Trains consumers.
- Assists in program evaluation components; collects, compiles, and interprets data.
- Participates in staff meetings and is actively involved in continuing education and professional organizations as appropriate.
- Submits required reports in a timely and accurate fashion.
- Partners with Community Coordinator; discusses vocational services with area employers and referral sources.
- Provides job contact information for employer data base and works collaboratively with job development team.
- Assists with preparing the service for accreditation, license, certification and audits.

YouthBuild Director
Fort Wayne Housing Authority | Fort Wayne, IN
08/2022–09/2023

- Responsible for overall program planning, development and oversight for long-term sustainability post-award for a \$1.5M grant.
- Provided guidance and implementation of strategies, policy development, and clarification.
- Worked to build and develop community partnerships to increase student recruitment, civic engagement, and program support; partnership opportunities included other education entities, employers, and leaders in workforce development.
- Responsible for managing funding streams of varying complexity and meeting government reporting deadlines.
- Reviewed all reports and eligibility documents to verify case files, quality assurance, and

accuracy.

- Supervised 3 staff and 11 contracted staff to ensure there was effective communication between all parties to assist in the success of the program.
- Managed hiring, training, payroll and any other HR matters for non-contracted staff.
- Implemented and managed interns to support the program.
- Analyzed program data for performance to meet grant outcomes; monitored utilization of funds and service levels.
- Scheduled and trained volunteers to assist the program and students.

Regional Supervisor

IMPACT Project and Rhode Island (RI) Unemployment Project operated by Maximus | Fort Wayne, IN

11/2017–08/2022

- Managed two different contracts:
 - The IMPACT Project's focus was to assist those receiving TANF and SNAP benefits.
 - Work supporting the RI Unemployment Project involved supervising their Fraud call center and executing post-award requirements for contract.
- In total, managed a staff of 85. This included hiring; onboarding; and conducting disciplinary action processes, payroll, and ongoing training for staff development.
- Worked with project management teams and state officials to ensure that contract metrics were met within the Statements of Work.
- Reviewed the accuracy of documents and case notes to ensure cases were meeting state standards.
- With the IMPACT Project specifically:
 - Developed partnerships with employers and affiliate agencies to ensure that all barriers to employment were removed for clients so that they could be successful in their employment.
 - Collaborated and partnered with local colleges to secure education pathways for clients.
 - Created partnerships with the local Workforce Investment Board and WIOA One Stops to provide another avenue of training for clients.

Lead Case Manager

River Valley Resources (YouthBuild Indy) | Indianapolis, IN

02/2015–11/2017

- Supervised a team of 4 staff with case management, recruitment, and community outreach.
- Trained staff on company policies and contract metrics to ensure that contract was implemented correctly post-award.
- Managed supportive services budget of \$25,000.
- Monitored day-to-day operations, overseeing 70 students and their success with the program.
- Collaborated with other program contractors to ensure all contract metrics were reported accurately.
- Formed partnerships with city agencies, employers, workforce leaders, WIOA providers, local colleges, and trade schools to create education and career pathways.
- Created a partnership with Purdue University's Human Services Department so YouthBuild could have a source for consistent interns.
- Monitored 5 data systems to ensure that the data accurately depicted program outcomes per contract metrics. Ensured all documents and case notes were correctly incorporated in cases for student eligibility in program.
- Served as liaison between courts and probation officers for students with legal concerns.

**Program Coordinator, Residential Impact Case Manager & Supervisor
ResCare Workforce Services | Indianapolis, IN**

09/2008–02/2015

- Managed over 150 staff and 200+ clients to ensure quality services.
- Ensured compliance with all State, Federal, and company guidelines regarding IMPACT and TANF benefits.
- Audited cases/files and data systems.
- Completed annual personnel performance reviews.
- Supervised client Individual Support Plans, Behavior Support Plans, medical and financial needs.
- Ensured that all homes were compliant with company, state, and CARF guidelines, including responsibility for client files and documentation.

EDUCATION & CERTIFICATIONS

Bachelor's Degree: Business Management – 2020 – Western Governors University

Associate Degree: Human Services – 2013 – Ivy Tech Community College

Certifications

- Leadership Certificate & Induction to The National Society of Leadership & Success, 2022
- Lean Six Sigma Green Belt certification, 2022

I-b. Executive Program Manager: Ms. Stacey Smith



**Stacey Smith
PQC Trains Executive Program Manager
& PQC President/CEO**

PROFESSIONAL EXPERIENCE

President/CEO

Prairie Quest Inc. | Fort Wayne, IN

2004–Present

- Founded and oversees all aspects of consulting firm specializing in training, program management and IT services. Experienced in shaping, developing and implementing policies that are in compliance with federal and state laws, policies and regulations.
- Since 2006, managed an award winning contracting firm doing business with the Army, Navy, Air Force, Commerce, Food and Drug Administration, and National Oceanic and Atmospheric Agency. In 2019, recognizes as the National Small Business Administration 8(a) company. Awarded the state of Indiana Best Places to Work twice!
- Since 2015, became the Executive Program Manager to their successful Vocational Rehabilitation program with a goal of developing programs that lead to employment and independence.
 - Develops programs that assist individuals in finding and keeping a job, including the use of special employer incentives and job accommodations.
 - Creates employer resource and assessment guides to guide the evaluation and implementation process.
 - Assists employers and businesses with guidelines for accommodating people with disabilities according to the ADA and other laws.
 - Prepares detailed reports that reflect measurable outcomes for Vocational Rehabilitation stakeholders.
 - In 2021, joined the Indiana Commission for Rehabilitation Services.

Corporate HR IT Manager/Six Sigma Green Belt

Lincoln Financial Group | Fort Wayne, IN

2001–2004

Senior Project Manager

Lincoln Financial Group/Reinsurance | Fort Wayne, IN

1998–2001

Director of Operations – Special Projects

United Space Alliance/Lockheed Martin Space Systems | Kennedy Space Center, FL

1988–1998

Operations Supervisor/Logistics Support Team

Northrop Grumman | Palmdale, CA

1996–1998

Mechanical Technician, Project Representative, Operations Supervisor

Rockwell International | Palmdale, CA
1978–1998

EDUCATION, CERTIFICATIONS & PROFESSIONAL MEMBERSHIPS

B.S. in Information Technology – Barry University

Certified Green Belt – Lincoln Financial Black Belt Program

Professional Memberships

- Project Management Institute – Member since 1998; VP of Membership 1998–2001
- National Associate of Government Contractors – Member since 2003
- Fort Wayne Women’s Enterprise/Bureau – Member Since 2004
- U.S. Women’s Chamber of Commerce – Member since 2004
- Indiana Women Business Owner Political Action Committee – Board – Founding Member since 2006

I-c. Community Coordinator: Elizabeth Dodson



Elizabeth Dodson
Community Coordinator

PROFESSIONAL EXPERIENCE

PQC Trains Community Coordinator
Prairie Quest Inc. (PQC) | Fort Wayne, Ind.
2019–Present

- Work closely with the PQC Trains President/CEO to identify and develop partnerships supporting the 40+ Indiana high schools awarded to PQC Trains under the Pre-Employment Transition Services (Pre-ETS) program.
 - 5 additional schools have been awarded to PQC Trains as a result of partnerships formed.
- Serve as PQC Trains-Pre-ETS Job Coach Trainer and have overseen the orientation and training of more than 50 individuals who have completed training and moved on to provide Pre-ETS at local schools.
- Created and submitted PQC Trains application to become a BDDS Extended Employment services Provider in 2019. PQC Trains recognized as a provider February 2020.
- Worked closely with Wes-Del School Corp. in Delaware County to create and write the Digital Animation Local Graduation Pathway where 2 industry certifications were added to the Indiana CTE approved certifications list as well as the Indiana Department of Workforce Development's Promoted Industry Certifications list.
- Created the PQC Trains Toon Boom digital animation program with industry partners and PQC Trains.
- Secured grant funding from the George and Frances Ball Foundation for the Toon Boom program and PQC was awarded the maximum amount of \$50,000.
- Secured grant funds of \$2,500 from the Miami Community Foundation to fund a Point of Sales (POS) system for The Warrior Café, which is run by students at North Miami High School.
- Secured grant funding of \$5,000 from Muncie/Delaware Community Foundation to create a pathway from education to internship to employment. This award ultimately came from the David and Anne Marie Frost Foundation.
- In spring 2023, spearheaded and facilitated Resource/Transition Fairs in 5 different regions, where local service providers, local employers, students and their families learned about different resources available to the student once they graduate or leave high school.

Regional Manager
DCSL Management | Marion, Ind.
2016–2019

- Responsible for the management of 11 apartment and commercial communities in Central and Northwest Indiana and Chicago, Ill., consisting of over 500 units combined.
- Created community-specific ad campaigns for targeted geographical areas.
- Accomplished taking vacancy rates from 84% to 97% in less than 3 months through aggressive leasing activities and exceptional customer service.
- Created and maintained agency property budgets and reports.
- Performed computer-based scheduling for owners and numerous investors, including

international travel arrangements.

- Captured and conducted data entry of client demographics to ensure compliance with Fair Housing Rules.
- Created the “Jobs for Seniors and Persons with Disabilities” class, which provided job coaching, résumé building and placement for over 200 participants.
- Developed and coordinated job fairs where over 30 agencies participated in offering employment services to seniors and persons with disabilities.
- Responsible for hiring, training and terminating staff.
- Supervising vacancy turnarounds and created operations and maintenance schedules for each property.
- Processed rental payments and receivables and filed under proper GL accounts.
- Performed daily, weekly and monthly account reconciliations.

Eligibility Specialist

Indiana Family and Social Services Administration

2015–2016

- Assisted families in applying for and obtaining Health Coverage, SNAP and TANF benefits through the State of Indiana.
- Applied understanding of medical terms and conditions and provided data entry in FSSA software to assist families in applying for and receiving appropriate medical coverage and/or insurance.
- Ensured families were in compliance with all State regulations.
- Conducted redeterminations to ensure families met financial eligibility requirements.

Executive Director

Knox County Housing Authority | Bicknell, Ind.

2008–2015

- Created and maintained agency budgets totaling over \$2.5 million annually.
- Secured HUD Green Accreditation in partnership with the Sustainable Performance Institute where KCHA became the only Green Accredited PHA in the State and one of only 17 to become fully accredited nationwide.
- Ensured agency participation in the Department of Energy and HUD Better Buildings Challenge as one of only 7 PHA’s nationwide where agency committed to 37% reduction in energy consumption and Co2 emissions.
- Identified and secured funding for energy projects that ultimately will save KCHA over \$1.2 million in energy costs.
- Secured:
 - \$165,000 funding from IHC for the Blight Elimination Program to demolish blighted properties in Oaktown, Ind.
 - Over \$2.3 million in Neighborhood Stabilization funds for the City of Bicknell, Ind.
- Served as Program Manager for the Family Self-Sufficiency Program, where employment plans and services were created that were specific for each participant to become self-sufficient.
- Created financial literacy program geared toward persons with developmental disabilities.
- Served as:
 - Compliance monitor and reporting for HOME–, Rural USDA– and LIHTC-funded projects.
 - Unit Inspector to ensure HUD Housing Quality Standards.

- Outside Development Consultant for the cities of Bicknell, Freelandville, Oaktown and Spencer—all located in Indiana.
- Case Manager for all agency HOME-funded projects.
- Case Manager for Rural USDA 515 projects in Freelandville, Sandborn, Westphalia and Washington, Ind.
- Ensured maintenance and construction budgets were on time and under budget.
- Ensured short turnaround time for all empty units to limit down time and loss of revenue.

Project Manager

Southern Indiana Homeownership Inc. | Vincennes, Ind.

2005–2008

- Created the “Jobs for People Who Want To Work” program, where over 200 participants attended, graduated, and obtained long-term employment.
- Created project-specific financial literacy programs for area agencies including Knox County Housing Authority Section 8 Homeownership and Vincennes Catholic Schools.
- Conducted financial literacy, homeownership pre and post purchase homeownership education classes where 112 participants successfully gained certificate of completion and purchased a home.
- Ensured individuals received assistance in managing personal hygiene, budgets, household, recreation/leisure, etc.
- Secured:
 - Over \$4.4 million in in low income housing and historic tax credits for active senior housing.
 - Over \$150,000 in HUD funding to support housing counseling activities.
 - Over \$20,000 in grant funds from Indiana Housing and Community Development Authority to support housing counseling activities.
 - \$1.5 million in HOME funds for acquisition and rehab activities.
- Created and maintained upkeep of all agency grant budgets.
- Created and maintained all agency client files according to HUD regulations.
- Completed quarterly, semi-annual and annual reports with zero findings during review.
- Monitored and ensured compliance of all federal and state grant awards.
- Served as a member of the Indiana State Advisory Committee, which resulted in the creation of the very successful Indiana Foreclosure Prevention Network.
- Provided public speaking related to agency activities to garner community support for agency employment and housing projects.
- Explained HUD Homeownership Zone to first-time home buyers.

Project Manager

Fall Creek Place Homeownership Zone (HOZ) | Indianapolis, Ind.

1998–2005

- Explained HUD Homeownership Zone to first time homebuyers.
- Insured 51% of homes in HOZ were sold to Low to Moderate Income buyers using HUD guidelines.
- Assisted first time homebuyers through counseling and training.
- Assisted first time homebuyers in applying for and obtaining HOZ grant dollars to help with down payment and closing costs.
- Worked closely with the City of Indianapolis to ensure project adhered to HUD regulations and guidelines for HOZ.

- Created strong working relationships with several area lenders to offer specialized loan products for HOZ first-time homebuyers.
- Assisted buyers through bank pre-approval process from start to finish.
- Explained all aspects of purchase agreements and addendums to first time buyers.
- Coordinated end buyer closings for 450 homebuyers with buyer, builder, lenders and IN HP.
- Created and maintained all client-related files.
- Created and maintained project database and related reports.
- Liaison between Buyers, Builders and Banks.
- Liaison between Builders and Project Team.
- Coordinated Fall Creek Place project participation in the 2002.
- Indianapolis Parade of Homes with the Builders Association of Greater Indianapolis, American Society of Interior Designers, the City of Indianapolis and Mansur Real Estate Services where more than 20,000 were in attendance.
- Coordinated special events and press conferences involving former Indianapolis Mayor Bart Peterson and Congresswoman Julia Carson.

EDUCATION & CERTIFICATIONS

Securities and Financial Regulation – Ivy Tech Community College

Certifications

- Fair Housing and Reasonable Accommodation Specialist
- Fair Housing and Equal Opportunity Compliance (Specialist)
- Home Ownership Education Methods
- HCV Specialist – HUD
- Foreclosure Prevention Advanced
- Homebuyer Education Train-the-Trainer
- Practical Application to Loss Mitigation
- Federal Funding Administration

II. Position Description for PQC Trains Regional Leads

At PQC, our employees are our best asset. Prairie Quest Consulting is an Equal Opportunity Employer that prides itself on growth and exceeding expectations, not only for our customers but also for our employees. We believe that having the best of the best on staff translates into having the best of the best in customer results.

PQC is an approved provider of Vocational Rehabilitation and Pre-ETS services for the State of Indiana. We are proud to provide individualized services to individuals that allows them to be able to obtain meaningful employment that enhances their lives. We work with individuals with all types of work barriers and help to identify the assistive technology, accommodation and resources that will allow them to obtain and retain a position and enhance their lives.

Job Duties:

- Exhibits leadership and team-building skills to promote a cooperative atmosphere.
- Oversee the productivity and effectiveness of a growing team geographically located throughout Northern Indiana.
- Manages, coordinates, evaluates and supervises all operations within assigned program services.
- Works with leadership to create materials (training, coursework, research materials) to improve programming and outreach.
- Provides personnel management functions for all assigned vocational staff including involvement in hiring, orientation, supervision, annual evaluations, corrective actions, etc.
- Assists in innovation, development and implementation of services especially those focused on assisting Trains consumers.
- Assists in program evaluation components; collects, compiles, and interprets data.
- Participates in staff meetings and is actively involved in continuing education and professional organizations as appropriate.
- Submits required reports in a timely and accurate fashion.
- Partnering with Community Outreach Specialist, discusses vocational services with area employers and referral sources.
- Provides job contact information for employer data base and works collaboratively with job development team.
- Assists with preparing the service for accreditation, license, certification and audits.

Requirements:

- Required: Associate Degree or Bachelor's degree in human services or related field. Experience can be substituted for educational requirements.
- Must have experience working within vocational rehab.
- Minimum of 2 years' management experience.
- Must be able to use computer and software to manage and monitor programs, and to communicate with staff. Google knowledge a plus.
- Must be a team player, honest, self-motivated and organized.
- CPR/First Aid Certification optional.
- Must have valid driver's license, acceptable driving record, and be able to obtain a personal clearance in order to work with participants and students.

Position type: Full Time

Hours: Mon-Friday, 8:30-5, with flexibility