

PRATT CONSULTANTS

FRANCINE MICHELINE PRATT

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State of Missouri MBE Certified and Active City of Springfield Business License

PROFILE

Ms. Pratt is an accomplished Project/Program Director with over 25 years experience in leading government, private, public and non-profit organizations with a focus on developing community client sustainability, customer service and family support work in the public and private sectors. Ms. Pratt has excellent problem solving and decision making abilities with proven results measured by performance improvements. She's had extensive responsibility for local and statewide operations while consistently delivering organizational improvements and strategies that have enhanced community engagement and program performance. Her past positions demanded proven program management experience, exceptional leadership skills and problem resolution expertise. Her range of experience includes:

- Government and Community Relations
- Executive Management
- Statewide Oversight of Social Services and Customer Services Programs
- Project Management/Program Development and Operations
- Organizational Behavior, Performance Improvement and Conflict Resolution
- Staff Development/Team Building/Talent Acquisition and Development
- Business Process Re-engineering and Policy Development
- Strategic Enhancements and Improved Service Delivery

SELECTED ACHIEVEMENTS

Missouri State University, Office of Multicultural Programs - In less than six months, worked with students who frequent the Multicultural Resource Center to make the MRC more welcoming to students from different backgrounds and ethnicities.

Drury University Scholars Program - Increased high school participants in a college prep program geared towards historically underrepresented students from 15 students to over 80 students in 2.5 years.

Isabel's House - Increased awareness to the community of the benefits of Isabel's House to reduce child abuse and neglect by increasing the number of nightly stays from 0 to 3 on average to 10 to 15 on average.

Designated Principal Assistant: In a two month period, Ms. Pratt created work teams to research and make recommendations for over 400 ideas gathered from staff to reduce costs, bring government closer to the people and streamline processes. Ms. Pratt found cost savings of over \$350,000 through her analysis of current business processes.

Project Manager in Privatized Child Support Operations: Ms. Pratt held bottom-line responsibility for company vision, profit and loss, daily operations, process improvements, staffing, and employee development. She cultivated and maintained strategic alliances with the elected officials and community-based organizations as well as several government agencies and courts. In addition, she hired, mentored, coached, evaluated and led 200+ person staff. The caseload at the beginning of the project was 127,000

cases and 97,000 at the end of the two year project exceeding company profit margins with an \$88 million budget.

California Department of Child Support Services Regional Administrator: Ms. Pratt had oversight of the full-service child support enforcement program for seven counties, which included paternity establishment, medical and financial support order establishment, enforcement, modification, payment processing, funding, legislation and audits. Her key accomplishments included the development and implementation of *Performance Improvement Plans* for two county child support offices targeted for state takeover. The plan was implemented and all performance targets were met within the federal timeline guidelines.

California Department of Child Support Services Customer and Community Services Branch Chief: Ms. Pratt had executive oversight of California's statewide customer service initiatives to interface with the 58 local county child support agencies. Her key accomplishments included:

- In six months, created the Customer Complaint and Resolution process with administrative hearings, Ombudspersons and customer service initiatives in all 58 local child support agencies.
- Created and implemented a statewide approach to employer education and child support services for incarcerated noncustodial parents.

California Department of Managed Health Care, Career Executive Appointment, Chief Assistant to the Director: Ms. Pratt was advisor and consultant to the Directorate in designing the new department. Her key accomplishments included:

- Implementation of the requirement for managed health care facilities and the State to have decision making staff available 24 hours a day to address issues that impact emergency health care decisions.
- Served as the statewide Patient Advocate.
- Presented before elected officials on issues that impacted managed health care.

MANAGEMENT/LEADERSHIP

Missouri State University, Office of Multicultural Programs

Executive Director for the Multicultural Resource Center and Programs to provide leadership, staff development, faculty resource group's coordination, and coordination of multicultural student organizations programs. Work includes recruitment and retention of multicultural students as well as planning multicultural events by working with the multicultural student organizations and community leaders. She also addresses issues that impact the student's ability to focus on their college work and she creates initiatives to support inclusiveness and cross-cultural relationships on campus.

Drury University Scholars Program and Coordinator for Diversity Student Support

Developed and implemented year-round programs to prepare middle school and high school students from under-resourced families and/or students who would become first generation college students. This program involved personal development, soft-skills, college preparation and cultural competency initiatives to better prepare students for the global world.

Isabel's House, the Crisis Nursery of the Ozarks, Executive Director: Provided oversight and leadership to the crisis nursery and worked in partnership with community and faith-based organizations. Ms. Pratt worked to educate the community on the services provided by Isabel's House to provide a safe environment for children while their parents worked through stress related issues that could lead to child abuse.

Missouri Department of Social Services, Designated Principal Assistant: In this position, Ms. Pratt served at the equivalent of a Deputy Director and reported to the Director of the Family Support Division. Ms. Pratt had oversight of Family Support Division statewide projects that connected government closer to the people, empowered staff to be the best they could be, improved efficiencies and reduced costs.

MAXIMUS, Project Director, Child Support Division: As a Project Director, Ms. Pratt was responsible for developing the infrastructure for the privatized Shelby County Child Support Services Office that included establishing relationships and partnerships with elected officials, community-based and faith-based organizations and the community.

Policy Studies, Incorporated, Project Manager, Child Support Division: As the Project Manager for privately operated Baltimore City and Queen Anne’s County Office of Child Support, Ms. Pratt effectively administered and managed, for profit and loss, a city and a county state entity that produced approximately \$10 million in revenue each year.

State of California, Department of Child Support Services, Regional Administrator: As Regional Administrator, Ms. Pratt strategically and creatively worked with two California county child support offices that were in jeopardy of State takeover due to poor performance. She successfully negotiated with State and County officials to use and develop unique tactics to bring about change in less than one year, which increased their performance and removed them from the State takeover list.

State of California, Department of Child Support Services, Branch Chief for the Statewide Customer and Community Service Division, Ms. Pratt implemented a statewide Ombudsman program, outreach, complaint resolution and State Hearing process in less than six months with oversight of a \$25 million budget that reduced customer complaints by 50 percent and improved customer service in 58 California counties. She also developed a “partners” meeting that included child support advocates and other business partners to resolve program issues.

State of California, Department of Consumer Affairs, Assistant Chief, created a 200 seat centralized call center and reduced customer complaints by 60 percent by providing self-help remedies to consumers to address consumer issues while flattening the organization by eliminating middle management and producing self-directed work teams. Her team ended the year \$600,000 under budget projection during a year of fiscal downsizing and Ms. Pratt received the Sustained Superior Supervisory Award for her accomplishments.

CAREER HISTORY

Missouri State University, Executive Director Office Multicultural Programs Director and Instructor for Introduction to African American Studies 2013 – 2015
Drury University - Drury Scholars Program & Diversity Support Services Coordinator 2011 – 2014
Executive Director - Isabel’s House, the Crisis Nursery of the Ozarks 2010 – 2012
Designated Principal Assistant – Family Support Division State of Missouri 2009 – 2010
Project Director – MAXIMUS in IL, MI, MO and TN 2005 – 2009
Project Manager - Policy Studies, Incorporated, Baltimore City, MD
Regional Administrator - Dept. of Child Support Services, Sacramento, CA 1993 – 2005
Asst. Chief - Dept. of Corporations/Managed Health Care, Sacramento, CA
Asst. Chief/Personnel Analyst - Dept. of Consumer Affairs, Sacramento, CA

NON-PROFIT HISTORY

Community Foundation of the Ozarks, Board Member 2015 – 2016
Springfield Public Schools, School Board Member 2015 – 2015
Impacting Poverty Commission, Member 2014 – 2015
Every Child Promise, Child Safety Co-Chair 2013 – 2014
Field Guide 2020, Co-Chair Global Perspective and Diversity Committee 2011 – 2014
Council of Churches, Board Member 2011 – 2015
United Way, Board Member 2010 – 2014

EDUCATION

University of Phoenix, Sacramento, CA, **Bachelor of Science,** Business Management