



2010 Annual Meeting Speaker Biographies

Speakers are listed in alphabetically order by last name.

David Adkins, Executive Director/CEO, The Council of State Governments

David Adkins serves as Executive Director CEO of the Council of State Governments headquartered in Lexington, Kentucky. Founded in 1933, CSG is a regionally-based, non-partisan forum that fosters the exchange of insights and ideas to help all three branches of state government officials shape public policy. CSG's 220 professional staff and programs offer all 50 states unmatched regional, national and international opportunities to network, develop leaders, collaborate and create problem-solving partnerships.

Prior to joining CSG, David served as Vice Chancellor for External Affairs at The University of Kansas Medical Center in Kansas City where he led advancement and outreach efforts.

He also previously served as the founding executive director of the Community Foundation of Johnson County, Kansas and as a partner in a Kansas City-based law firm. In 1992 the Kansas Bar Association recognized David with its Outstanding Young Lawyer Award.

Beginning in 1992, David was elected to four terms in the Kansas House of Representatives and then to one term in the Kansas Senate. During his twelve years of legislative service he chaired committees on appropriations, taxation and reapportionment. He was also appointed by Kansas Governor Bill Graves to chair the Kansas Youth Authority. In 1996 David served as chair of the eleven-state Midwestern Legislative Conference of the Council of State Governments and was named a Toll Fellow by CSG in 1993.

David earned degrees in political science and law from the University of Kansas where he served as student body president and was the first KU student selected to receive a Harry S. Truman Scholarship. The Truman Scholarship Foundation presented David with its highest award for distinguished public service in 2002.

David is a member of the Board of Trustees of William Jewell College in Liberty, Missouri. David and his wife, Lisa, are the proud parents of a daughter, Nell.

Melissa Asher, Training Manager, CPS Human Resource Services

Melissa Asher has over fifteen years of professional experience in Training and Development. She began her career coordinating and managing technology training for a tri-state operation before changing her focus to soft skills training within the State of California. Currently in her role at CPS Human Resource Services she is the Training Manager of the Training and Development Division where she has been working for over 5 years. As Training Manager she is responsible for program operations, new course development, instructor recruitment and development, and budget management.

Her Bachelors degree is in International Relations with a minor in Communications from the University of California, Davis. She achieved her Project Management Professional certification in January 2006 from the Project Management Institute and completed an Accounting Certificate Program in May 2007.



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William H. (Hank) Batty, Deputy Administrator for Programs, Oklahoma Office of Personnel Management

Hank Batty is the Deputy Administrator for Programs with the Oklahoma Office of Personnel Management (OPM). Before assuming this role in August, 2002, he served as Assistant Administrator for Employee Selection Services at OPM and Director of Applicant Services at OPM where he has been employed since 1979. He also serves as Coordinator for the Certified Professional Personnel training for Oklahoma state government. During his tenure at OPM, Hank has taught courses in Contemporary Personnel Policies and Procedures, Conducting Performance Appraisal, and various recruitment-related topics.

Hank is a member of the NASPE Executive Team and serves as Chair of the NASPE Awards Committee. Prior to working at OPM, Hank earned a Bachelor of Science degree at Eastern Illinois University, a Master of Arts degree in History at Southern Illinois University and did doctoral work in American History at the University of Illinois (Champaign-Urbana).

Paul Campbell, Vice President, State Solutions, UnitedHealthcare – Public Sector

Paul J. Campbell has public sector experience as a Federal Agent investigating contract fraud and as District Attorney and Chief Purchasing Officer for the State of Illinois. His private sector experience includes serving as a litigation partner with DLA Piper and head of business development for UnitedHealthcare's state government market. Campbell has an M.B.A from Northwestern University.

Jamie Clark, Instructor/Consultant, CPS Human Resource Services

Jamie Clark is a Special Projects Consultant with CPS Human Resources, focusing on interactive distance learning for California state agencies and not-for-profits. Prior to joining CPS, he was a data systems integration consultant to the California Department of Education, a number of California County Offices of Education, and K-12 school districts throughout California, Oregon, Alaska and Hawaii. Jamie also served for a number of years as Director of Communications and Public Affairs for Raley's Supermarkets, the fourth largest privately held grocery store company in America, where he produced nationally award-winning corporate marketing and training videos and publications.

Jamie has owned and operated radio stations in California, Nevada and Texas: overseeing acquisitions, Private Placement funding, government regulations and licensing, format and new technology development, sales and marketing, and personnel management.

He holds a Bachelors degree in Communications from John Brown University, and Crisis Management Certification from the Harvard Kennedy School of Government.

John W. Davren, MD, Regional Medical Director, Customer Analysis & Solutions, UnitedHealthcare Accounts Delivery

John Davren, MD, is a board certified Family Physician with 15 years of clinical experience and 16 years of administrative experience in the health care industry. He founded a successful four-person Family Practice in Cincinnati in 1979 and, after part-time work as a medical director for a local HMO in Cincinnati, assumed a full time administrative role in 1991. He served as medical director, Vice



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President of Operations, and President of Pacificare of Ohio until 1997. He then began a new role as VP of Medical Affairs for Mercy Health Partners in Cincinnati, a five hospital system, a role which evolved into a Chief Medical Officer position. He joined United in 2005 as Regional Medical Director for Customer Analysis and Solutions. He graduated from the University of Cincinnati College of Medicine in 1976 and received his undergraduate degree from Princeton in 1972.

Marion Fedrick, Assistant Commissioner, Georgia State Personnel Administration

Marion Ross Fedrick serves as the Assistant Commissioner, for Total Rewards for the State Personnel Administration (SPA). In her current role, she provides leadership for the design, development and implementation of compensation and job classification, employee benefits plans and administration and talent management for 130,000 employees. Marion has been with the State of Georgia for three years serving in this capacity.

Prior to joining the State's SPA Division, Marion held various HR leadership positions at BellSouth Corporation and BellSouth Telecommunications. These included Compensation and Benefits Director, roles in employee relations, labor relations and training. Marion also served as Director for Corporate Human Resources, a role that provided human resources generalist expertise for the corporate center.

Her positions at BellSouth included responsibility across a nine-state region, for approximately 80,000 employees.

Marion also served as a Human Resources professional for Emory and Crawford Long Hospitals, and Clark Atlanta University. Additionally, she worked for eight years for the Athens-Clarke County Government in various functions which included salary and benefits planning and budget, payroll administration, training, recruiting, testing and compensation and benefits administration.

Marion earned both her Bachelors and Masters Degrees from the University of Georgia; and is a graduate of Leadership Athens, Leadership Georgia and the United Way VIP Initiative. Marion has a professional in human resources certification and is a member of several Human Resources and Compensation organizations.

Marion serves on the Board of Directors for Communities in Schools of Atlanta, is a previous committee member for Girls Inc., and the Boys and Girls Clubs of Atlanta. Marion is active in her community and local school system. Marion lives in southwest Atlanta with her husband and daughter.

Carol Fleter, Principal, Account Executive, Hewitt Associates

Carol is an Account Executive and Principal with over 21 years experience at Hewitt. She works with Hewitt's most complex client engagements. She has experience in:

- Acquisition and divestitures
- Heavily unionized and diverse populations
- Crafting solutions to support unique client needs
- Helping clients execute successfully on significant plan design changes, including change management and delivery
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- Delivering HR Business Process Outsourcing solutions to clients, including benefits administration, payroll, workforce administration, compensation administration, leaves administration, recruiting administration, learning administration, succession planning and performance management, and analytics.

Under Carol's oversight, her clients have achieved strong performance metrics, including high customer satisfaction scores, and exceed operation/design change success metrics.

In addition, Carol has served as Hewitt's Southeast Region Health & Wellness Outsourcing Practice Leader, and is a member of Hewitt's Leadership Group.

Carol has provided leadership in delivering results to clients such as the State of Georgia, The Coca-Cola Company, MeadWestvaco, Rexam, Dominion Resources, Bank of Montreal Financial Group, Duke Energy, FairPoint Communications, Air Canada, Wachovia (and its predecessor First Union), BellSouth Corporation (now ATT&T), The Home Depot, First Data Corporation, Sonoco Products, and Walt Disney.

Carol graduated with a Bachelor of Arts in Computer Science and Accounting from the University of Northern Iowa.

Steve Grossman, Vice President, TimeLink

Steve has more than 13 years experience managing enterprise workforce management system implementations. Currently he manages the Public Sector practice at TimeLink. Steve was responsible for the implementation of TimeLink Enterprise Edition workforce management solutions for customers in the US and South America including Commonwealth of Pennsylvania, State of Alaska, Bristol Myers Squibb, Caterpillar (Argentina), Deluxe Corporation, Hertz, and Speedway SuperAmerica. He has also led a number of teams in implementations of the TimeLink Direct data integration platform across North America and the UK, including Canadian Postal Service, School District of Palm Beach County Florida and British Airways. Steve holds a BA in Organizational Behavior from Brown University.

James Honchar, Deputy Secretary for Human Resources & Management, Pennsylvania Human Resources & Management

Jim possesses over 22 years of progressively responsible Human Resources Management Experience with the Commonwealth of Pennsylvania. He was appointed to the position of Deputy Secretary for Human Resources and Management in the Governor's Office, which serves as the commonwealth's chief personnel executive.

Jim has held previous professional positions as a Human Resources Director, Classification and Pay Chief, and as a Senior Labor Relations Analyst.

He is certified as a Senior Professional in Human Resources by the Society for Human Resources Management, and has held professional certification since 1990. In 1995 he was awarded the designation of lifetime certification at the Senior Level. He also holds trainer/facilitator certifications from Achieve Global/Zenger-Miller and Excel Development Systems.



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Jim has earned a Master's Degree in Human Resources Management/Industrial Relations from Saint Francis University and a Bachelor's Degree in Business Economics from the University of Pittsburgh. Jim serves as a Trustee for the Pennsylvania Employee Benefits Trust Fund and serves on the eligibility and personnel committees as well as the PEBTF task force.

Rick Hughes, HR Director, Utah Department of Human Resource Management

Rick Hughes is an HR Director for the Utah Department of Human Resource Management (DHRM). He currently has leadership responsibilities for HR services provided to the Departments of Human Services, Health, and Environmental Quality.

In addition to these leadership responsibilities, Rick is a project champion for several statewide DHRM programs and initiatives relating to employee performance management, leadership development for state supervisors, HR staff professional development, and HR liability prevention.

Rick earned a Bachelor of Arts in Economics at Brigham Young University and a Master of Human Resource Management degree at the University of Utah. In 2008, he achieved SPHR certification through the Human Resource Certification Institute.

Jamie Nagel, HR Specialist, Utah Department of Human Resource Management

Jamie Nagle is an HR Consultant for the State of Utah. Jamie has collaborated with the Governor's Office of Planning and Budget on Emerging Issues, the Balanced Scorecard, the Working 4 Utah (4/10 workweek) and the Think! Energy, Utah initiatives.

In 2007 Jamie received special recognition by Governor Huntsman for her efforts in streamlining the administrative hearing process for the Department of Workforce Services. In 2008 Utah was named the

best managed state in the Nation by the highly respected Pew Center. Governor Huntsman specifically recognized Jamie for her efforts in helping make this possible. In 2009 Jamie received a Governor's Award for Excellence in innovation and efficiency for leading the efforts to develop an Employee Gateway that increased employee efficiency and productivity. The Gateway received a national communication award in 2009 from the National Association of Personnel Executives.

Prior to working for the State of Utah, Jamie worked for Jadawel International as a Community Liaison in the Kingdom of Saudi Arabia. While living in Saudi Arabia, Jamie served as an executive board member

for the American Women of the Eastern Province, a philanthropic organization affiliated with the Federation of American Women's Clubs Overseas.

Jamie earned her Bachelor of Science in Political Science and International Studies from the University of Utah. She also completed a certificate in International Relations and Alternative Dispute Resolution and has conducted mediations for the State of Utah and the Department of Labor. Jamie is also a Certified Public Manager. Jamie was recently elected as the first woman Mayor of Syracuse Utah.



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Sabina Netto, Customer Support Specialist, JobAps

Prior to joining JobAps, Inc. Sabina worked for the County of Santa Barbara starting in 2000 as a Human Resources Analyst; she also held the positions of Senior Human Resources Analyst and Supervising Human Resources Analyst. During this time, Sabina was a member of the Western Region Intergovernmental Personnel Assessment Council (WRIPAC), International Public Management Association-HR (IPMA-HR), CIPMA (local IPMA chapter, still a member), and the International City/County Management Association's (ICMA) Hispanic Network.

Sabina has been with the JobAps, Inc. Online Recruitment, Testing and Selection team since 2006. She has managed implementations with many County and City customer sites and has been involved in the implementation of four state-level JobAps projects.

Sabina's expertise as an advanced Human Resources practitioner and a product and implementation expert make her an invaluable addition to the presentation team.

Neil Reichenberg, Executive Director, IPMA-HR

Neil Reichenberg is the executive director of the International Public Management Association (IPMA-HR). In this capacity, he is responsible for the overall management of the Association. IPMA-HR is a professional association with close to 10,000 members that focuses on public sector human resource

management. He has been with IPMA-HR for 29 years, serving as executive director since 1996. He has spoken on human resource and employment law issues United States, Africa, Asia, Central America, and Europe. He has testified before the United States Congress and has presented papers at meetings of the United Nations and other international organizations.

He is a graduate of the University of Maryland and New York Law School and is a member of the Bar in the District of Columbia and New York. He has received the designation of Certified Association Executive from the American Society of Association Executives (ASAE).

He has been a foster parent, served as a Court Appointed Special Advocate for abused and neglected children, and coached youth basketball. He is the proud grandfather of Izaak and Jaycee.

Eva Santos, Director, Washington Department of Personnel

Eva has worked with the State of Washington for the past 20 years. She was appointed as Director of the Department of Personnel by Governor Gregoire in 2005. Prior to this appointment Governor Locke appointed her the Director of the Labor Relations Office and chief negotiator for labor contracts for the State of Washington. Previously, she was the Deputy Director of the Labor Relations Office.

Eva started her public sector career at the Department of Labor and Industries where she worked in the Human Resources Office. She soon moved up the ladder to Deputy Director for Operations.

Before joining the public sector, Eva was the Human Resources Manager at one of the shipyards in the Puget Sound area. Eva served in the United States Army and the Women's Army Corps where she



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specialized in human resources. She is a nurse by trade and received her education from the Catholic University of Puerto Rico.

Yes, she does have a life with a husband, two grown sons; one grandson and one granddaughter.

Eva received the Eugene H. Rooney, Jr. award for leadership in Human Resources in 2009 from the National Association of State Personnel Executives and was awarded the Governor's Sustaining Leader Award in 1999.

Ronald Shultis, Assistant Commissioner Workforce Development and HR Shared Services, Georgia State Personnel Administration

Ron joined the State Personnel Administration in May of 2008 as the Assistant Commissioner of Workforce Development and HR Shared Services. Ron has made a significant contribution to the state with the restructuring Georgia Leadership Institute which saw vast improvements in the curriculum and

strategic vision. Furthermore Ron was crucial in the establishment of the Executive Leadership Development Program which develops high potential employees for increased responsibility within the State of Georgia. Ron's has also been instrumental in increasing human resource's best practices by implementing Human Resource Shared Services.

Prior to joining the State Personnel Administration team, he served over 21 years in the United States Army as an Infantryman. He has held many of command positions to include battalion and two companies. His most recent station was at Fort Gillem, GA where he was the Executive Officer to the Commanding General and the Chief of Training for First Army. During his career in the Army, his main areas of expertise were in leadership, training, program management, strategic planning, and operational planning.

He is a graduate of the United States Military Academy with a Bachelor of Science in Engineering Physics and a graduate from Central Michigan University with a Master's of Science in Administration.

Jason Thomas, HR Business Architect, Pennsylvania Human Resources & Management

Jason has spent the past ten years working on HRIS implementations at the Commonwealth of PA. He is currently the Business Architect for SAP and SAP bolt-on solutions in Human Resources and Management, Bureau of Agency Services and Operations. In this role, Jason applies his project experience and business/technical knowledge to advise on system design and integration. He also serves as a project liaison - communicating technical concepts to project stakeholders including project executives, business owners, agency customers and software vendors. His previous experience includes working as an HR Analyst and ERP Business Analyst. Jason was a member of the project team that implemented SAP at the Commonwealth of PA and has successfully implemented automated time capture/evaluation in two agency nursing homes and automated scheduling solutions at several nursing homes and the PA State Police.



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Elaine Traylor, PhD., Licensed Psychologist and Regional EAP Director, Deer Oaks EAP Services

Dr. Elaine Traylor is a Washington, D.C. area native who came to Dallas in 1993 to attend graduate school at the University of North Texas. After receiving her Masters and Ph.D. in Clinical Psychology, Dr. Traylor spent her post-doc year at the Child and Family Guidance Center, and then 1 ½ years as a school psychologist for the McKinney ISD. She then became the Clinical Director for Galaxy Counseling Center for almost two years before joining Deer Oaks.

Dr. Traylor is a Licensed Psychologist and Licensed Specialist in School Psychology. Since September 1, 2003, Dr. Traylor has been the Regional Clinical Director for Deer Oaks in the North and West Texas areas. Deer Oaks is a behavioral health organization specializing in Employee Assistance Programs, Geriatrics and Psychological Evaluations.