

Eligibility Process Improvement Center staff and Collaborative faculty have extensive experience in process improvement and Medicaid and SCHIP eligibility procedures and policies. They provide realistic advice and guidance in the analysis of processes, identification of modifications and making of improvements. They design small-scale testing of changes, and document and evaluate results.

Vicki Grant, Ph.D., M.S.W., is the visionary leader and director of the Eligibility Process Improvement Center, and conducts many of the Eligibility Process Improvement Collaborative Learning Sessions. Dr. Grant joined the Southern Institute on Children and Families in 1990 after serving as research director for Sarah Shuptrine & Associates. Earlier, she served as the deputy director for budget, policy analysis and special projects for former South Carolina Governor Richard W. Riley's health and human services staff. Dr. Grant received a Master of Social Work from the University of South Carolina in 1979. She was awarded a Pew Doctoral Scholarship in health policy from the Florence Heller Graduate School at Brandeis University, and received her doctorate in health and social policy in 1992. She is a Lean Six Sigma Black Belt candidate of the George Group.

Laura Heller, process improvement manager for the Eligibility Process Improvement Center, joined the Southern Institute on Children and Families in 2001. She served as the systems analyst for the *Supporting Families After Welfare Reform* National Program Office, a Robert Wood Johnson Foundation-funded initiative, to diagnose and improve state and large county eligibility systems. Previously, Ms. Heller held positions with the South Carolina Department of Social Services, including consultant and training coordinator for the SACWIS (statewide automated child welfare information systems) Development Project and quality control. She is certified as a quality improvement associate by the American Society for Quality.

Penny Lane, manager of the Center for Health Literacy at MAXIMUS, has over 15 years' experience in program development and health education. Since 1996, she has worked with MAXIMUS Medicaid and State Children's Health Insurance Program (SCHIP) clients throughout the country. As a senior writer and researcher, Ms. Lane develops, simplifies and field tests print and Web health-related materials for government program personnel, health care and insurance providers, and low-literate and culturally diverse consumers. In addition, she has conducted many workshops and made numerous conference presentations throughout the country to teach strategies on how to make print and Web materials easy to read. Ms. Lane is on the Collaborative faculty as a consultant to the Eligibility Process Improvement Center.

Ronald D. Moen, co-founder and partner of Associates in Process Improvement and adjunct lecturer in the Physics and Engineering Science Department at the University of Michigan-Flint, has over 30 years of experience including positions with General Motors Corporation and the U.S. Department of Agriculture. He served as a Deming helper at 70 of his four-day seminars. He has been working with the Institute for Healthcare Improvement since 1998 as an advisor in measurement for various collaboratives and redesign projects. He received the Craig Award in 1988, 1990 and 1998 from the Automotive Division of the American Society for Quality for outstanding technical papers. He is co-author of *Improving Quality through Planned Experimentation* (McGraw-Hill, 1991) and the second edition, *Quality Improvement through Planned Experimentation* (McGraw-Hill, 1998). He is the 2002 recipient of the Deming Medal. Mr. Moen is on the Collaborative faculty as a consultant to the Eligibility Process Improvement Center.

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