

Latisha A. Burke, MPA, LSSGB

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315-243-6998

PROFESSIONAL COMPETENCIES

Strategic & Operational Leadership	Stakeholder & Partner Engagement
Program & Portfolio Management	Data-Driven Decision Making & KPIs
Contract Negotiation & Administration	Process Improvement & Systems Implementation
Budgeting & Financial Oversight (\$20M+)	Cross-Functional Team Leadership
Compliance, Risk & Quality Management	Change Management

BUSINESSES OPERATIONS & ADMINISTRATION

- Subject Matter Expert in the development, implementation, and evaluation of systems and workflows across various functions including information technology, finance, operations, quality assurance, and personnel management.
 - Experienced working with Local, State, & Federal agencies, nonprofit organizations, & for-profits to improve service delivery, increase efficiency, maximize resources & improve performance.
 - Leverages a deep understanding of State, Federal, and Local codes, rules & regulations.
 - Effectively supervises, mentors, and develops employees at various skill levels including those providing supervision, direction, &/or management over people or services.
 - Highly skilled in managing, optimizing, & scaling of organizational & business systems & processes that enhance efficiency, accountability, & strategic impact.
 - Expertise in strategic planning, grant writing, budgeting, program assessments, & evaluations, ensuring optimal program outcomes & resource allocation.
 - Effectively exercises independent judgment to solve complex, clinical, technical, administrative, and managerial problems.
 - Managed risks, pre-launch preparations and day-to-day operational aspects of multiple projects and/or services ensuring contract requirements, deliverables, and timelines are adhered to.
 - Experienced in directing, managing, planning, and developing methods for implementing and managing sophisticated and complex program(s) delivering core services.
 - Competent in drafting, updating, and implementing policies and procedures to ensure consistency and quality across various industry types.
 - Proven ability to build and maintain relationships with wide variety of people, organizations, and businesses.
 - Extensive experience directing program operations, monitoring performance, ensuring compliance with regulations and best practices, evaluating outcomes, and making data driven decisions.
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TECHNOLOGY & DATA MANAGEMENT

- Specialized in data abstraction, modernization and migration initiatives, developing and implementing Key Performance Indicators (KPIs) for both quantitative & qualitative data collection and analysis across various industries and program/service types.
 - Vast experience in the configuration and implementation of various technology platforms including but not limited to work management platforms, Electronic Health Records, project, case management, and Customer Relationship Management (CRM) platforms.
 - Experienced in building and implementing AI or automation solutions and working with EMR systems, Saas platforms, and data integrations
 - Utilization of key data components to develop data reports including those generated through Microsoft Excel, Tableau and other software.
 - Focused on monitoring and reporting on Key Performance Indicators (KPIs), and other metrics including quality, utilization, and financial measures.
 - Advanced skills in Microsoft 365, Google Suite, HubSpot, Asana, Zoom, MS Teams, & WebEx, with experience using data management systems & software for effective project tracking & communication.
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PROJECT MANAGEMENT (LEAN SIX SIGMA)

- Effectively owns end to end project management across portfolios and industries while bringing clarity, and momentum to complex cross functional work.
- Experienced in directing moderate-to large sized Project Management Organizations (PMOs), managing multiple projects concurrently, including estimating the time and financial commitment of projects.
- Led the implementation of industry-standard L.E.A.N Six Sigma project management tools, including CMS, CRM, to track deliverables, maintain action items, and improve operational efficiency.
- Strategically guided cross-functional & multidisciplinary teams through strategic planning, regulatory compliance, operational effectiveness, and project execution.

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FINANCE, CONTRACT & GRANTS ADMINISTRATION

- Contract Administration of 130+ contracts and a variety of service agreements across various counties, regions, and communities including negotiations, amendments, renewals, compliance monitoring, performance evaluation, and complaint resolution.
- Experienced with developing, issuing, reviewing & approving contracts, Memorandums of Understanding/Agreements (MOU/MOA), Requests for Proposals (RFPs), Invitations for Bids (IFBs), Sole/Single Source Procurements, & related financial documentation.
- Ability to provide fiscal and programmatic guidance to businesses on budgets, funding requests, and grant requirements.
- Efficiently monitored & evaluated contracted agencies' compliance with approved budgets & program objectives, recommended program adjustments or budget revisions as needed.
- Directed the analysis, performance, & utilization review of contracted services to inform long-term planning, development, & evaluation of service offerings.
- Developed and implemented grant development strategies, aligned with financial, programmatic and organizational goals.

PERSONNEL MANAGEMENT

- Experienced in developing recruitment, retention, workforce development strategy across industries including staffing needs, staffing plans, advertising vacancies, screenings, succession planning, performance and conduct management processes.
- Supports employee relations while maintaining a positive and safe workplace environment, facilitating conflict resolution, and encouraging effective communication between employees and management.
- Developed and facilitated new employee onboarding and orientation including new employee paperwork, review of company policies, procedures, and workplace culture.
- Oversight of training and development, developing role specific training plans/ modules, implementation of Learning Management Systems (LMS), and tracking training compliance.
- Managed compensation including salary packages, bonuses, payroll, and time reporting in compliance with federal & state labor laws, union, and/or employment contracts.
- Strict adherence to employment and safety laws and supported record keeping via Personnel Management Systems (PSM)

EDUCATION & CERTIFICATIONS

Master of Public Administration

Marist College

Bachelor of Arts Political Science/Prelaw

Le Moyne College

Lean Six Sigma Green Belt

Gehring Institute's Conflict Resolution/Mediation

Microsoft Project Management Professional (PMP)

TECHNOLOGY & TOOLS

Microsoft 365 | Google Workspace | EPIC | NextGEN | Evolv | Asana | HubSpot | CRM Systems | SharePoint | Zoom | MS Teams | Data & Reporting Platforms

TRAINING & CERTIFICATES

- Collaborative Problem Solving
- Title IX: Intake and Investigation
- NYS Department. of Labor's Career Counseling and Advising Training Academy Professional
- Totally Responsible Person
- Therapeutic Crisis Intervention
- Community Resiliency Model
- HFA's Leadership Boot Camp

PROFESSIONAL EXPERIENCE

1/25-8/25

Project Manager

Forward Leading IPA, Social Care Network

- Led project planning and execution for the Lead Entity of the Social Care Network in the Finger Lakes region, overseeing schedules, workplans, and deliverables with disciplined tracking through Asana, HubSpot, Microsoft Teams, and CRM systems.
- Directed cross-functional meetings to drive progress and resolve barrier and supported Governing Body decision making through targeted reporting.
- Built and monitored systems to track contracting, onboarding, and service-delivery workflows.

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- Provided technical assistance and facilitated learning communities that strengthened provider readiness and regional operational capacity.

10/22- 6/24 **Project Administrator & Lead**

Research Foundation for Mental Hygiene, Crisis Services

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- Led statewide expansion and implementation of crisis residential programs, mobile crisis services, and broader crisis-system initiatives, overseeing service development, designation, and licensing in partnership with county leadership, community providers, law enforcement, and other key stakeholders.
 - Coordinated cross-agency planning with state divisions, partner agencies, LGUs, and Local Mental Hygiene Directors to ensure aligned strategy and execution.
 - Provided technical assistance on regulations, policy, and billing to drive operational improvement, and managed statewide data collection, reporting, and analysis to ensure accuracy and compliance.
 - Developed policy recommendations and authored regulatory and guidance documents to support statewide implementation in accordance with state and federal requirements.

10/21- 9/22 **Contract Administrator/ Program Manager/ System of Care Director**

Department of Children & Family Services, Adult Mental Health

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- Directed the analysis, goal-setting, and strategic use of 120+ mental health service contracts, ensuring alignment with community needs and organizational priorities while informing long-term planning and program innovation.
 - Oversaw contract monitoring systems to ensure compliance with federal and state regulations, conducted statistical and facility-based needs assessments to guide service development, and led the creation of comprehensive local mental health plans, including prioritization, cost projections, and identification of unmet needs.
 - Provided fiscal and programmatic guidance to agencies on budgets, funding requests, and grant requirements; reviewed and approved contracts, RFPs, IFBs, and procurement actions; and negotiated solutions to non-compliance, budget issues, and community needs.
 - Monitored agency performance against approved budgets and objectives, recommending program or budget adjustments to strengthen service delivery and accountability.

9/20- 10/21 **Project Director**

Liberty Resources, Inc. Emergency Response Suicide Prevention

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- Oversaw the design, implementation, and evaluation of the SAMHSA's Emergency Response Suicide Prevention initiative, ensuring the use of evidence-based practices and achievement of program and client outcomes.
 - Provided direct administrative oversight, strengthened service quality and efficiency, and led continuous improvement efforts across treatment and service-delivery operations.
 - Contributed to funding strategies through grant writing and planning, and supported government, public, and community partnerships to advance local service planning and system coordination.

5/19- 10/21 **Divisional Director**

Liberty Resources, Inc. Behavioral Healthcare

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- Provided executive oversight for regional behavioral health and housing programs—including Transitional and Supportive Housing, Crisis Services, Recovery Center operations, and HIV Services—ensuring alignment with organizational goals, fiscal targets, and regulatory standards.
 - Supported the development and implementation of Home and Community Based Services (HCBS), Community Oriented Recovery and Empowerment (CORE) serviced, Child and Family Treatment and Supports Services (CFTSS), 1115 Waiver services, and Certified Community Behavioral Health Clinics (CCBHCs), while managing systems to monitor service delivery, documentation quality, compliance, and incident review.
 - Evaluated program performance and financial status, interpreted payer contracts and reimbursement structures, and produced statistical and narrative reports for leadership and regulatory bodies.
 - Led recruitment and staff development for directors, supervisors, and frontline teams, and contributed to policy development to maintain compliance with evolving standards.
 - Managed emergency situations and provided on-call support to ensure continuity of care and operational stability.

9/18- 5/19 **Program Director**

Liberty Resources, Inc. Home & Community Based Services

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- Supervised staff in the delivery of high-quality program services, ensuring adherence to HARP requirements and length-of-stay standards while maintaining strong coordination with clinical providers and care managers to guide care-plan decisions.
- Built and sustained effective relationships with community organizations, service providers, and MCOs, securing service authorizations and supporting continuity of care.
- Led recruitment, selection, supervision, and performance evaluation processes to maintain a high-performing team and uphold service excellence.

6/15 - 7/16 **Project Manager**

Hillside Children's Center & Hillside Family of Agencies, Residential & OPWDD Services

- Led the development of project plans and charters with key stakeholders, managing cross-departmental activities, resources, and timelines to deliver projects on schedule and within budget.
- Conducted research, interviews, and focus groups to inform planning, and oversaw program performance to ensure regulatory compliance, evidence-based practice, and continuous improvement.
- Monitored project progress using diverse data and software tools, ensured financial objectives through forecasting and variance analysis, and developed, trained, implemented, and evaluated policies and procedures in collaboration with youth, families, staff, and organizational leaders.

7/16- 8/18 **Program Manager**

Hillside Children's Center & Hillside Family of Agencies, Community-Based Programs

- Directed multi-site program operations across New York State, overseeing the planning, implementation, and evaluation of the Intensive Community Asset Program (ICAP) and leading evidence-based model development for youth at risk of placement.
- Managed EMR/EHR design and implementation, authored program policies and training curricula, and strengthened provider capacity through statewide presentations and cross-sector collaboration.
- Provided strategic leadership for Hillside's Family Resource Center and SKIP Generations, supporting service integration, program growth, and community-partner training.
- For the Redlich Horwitz Foundation's Permanency and Planning initiatives, qualitative and quantitative analyses conducted, facilitated case reviews and stakeholder interviews, and delivered findings to funders and county leaders to inform proposals and permanency strategies.
- As part of the Conditions of Confinement Assessment Team, conducted comprehensive facility assessments—including policy reviews, interviews, and real-time observation—and delivered actionable recommendations to improve conditions, safety, and compliance.

PROFESSIONAL REFERENCES

Professional and/or personal references provided upon request.