

# Janet Thomas

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## Professional Competencies

### **Policy interpretation and advocacy**

- Understanding and knowing the impact of policies that are in place for child care assistance and early learning programs
- Proposing and implementing new policies for child care assistance and early learning programs
- Continuing to examine ways to remove barriers for families accessing services
- Advocating for families and elevating their experiences when policies are made and developed

### **Communicate efficiently with internal and external parties**

- Liaison between department and external parties
- Offer accommodating communication/learning methods depending on recipient
- 15 years of customer service experience
- Created a system and process for the implementation of American Rescue Plan Assistance for child care assistance recipients

### **Experience working with marginalized communities**

- Over 9 years of working with marginalized communities in a various setting, that incorporated helping others navigate access to programs
- Participating in the Language Access work group to ensure that we are supporting all families from an equitable lens

## Professional Experience

City of Seattle-Department of Education and Early Learning, Seattle, WA

*Program Intake Manager, September 2021- Present*

- Creating standard operating procedures for the Program Intake Representatives for enrolling families in the Seattle Preschool Program and the Child Care Assistance Program.
- Lead a team of 12 members
- Creating work flows and processes that ensure and manages data quality
- Working collaboratively across department for shared goals and processes
- Making decisions based on equity and impact
- Launched a portal environment for families to apply for Child Care Assistance Program

CITY OF SEATTLE-DEPARTMENT OF EDUCATION AND EARLY LEARNING, SEATTLE, WA

*Senior Program Intake Representative January 2020 – September 2021*

- Serving as a superuser for CHIPS while maintaining data integrity, providing support and training to others
- Assisting in creation of standard operating procedures for the PIR team regarding enrollment and verification process, documenting processes and changes in policies and procedures in existing program manuals
- Identifying the need and creating tools to support the Program Intake Representatives in determining eligibility for families
- Providing project support in transitioning the Child Care Assistance Program into a new database
- Being a lead in interpreting policies and procedures for the Child Care Assistance Program and the Seattle Preschool Program

CITY OF SEATTLE-DEPARTMENT OF EDUCATION AND EARLY LEARNING, SEATTLE, WA

*Program Intake Representative April 2018 - January 2020*

- Interviewed families to determine eligibility for the Child Care Assistance Program and the Seattle Preschool Program
- Reviewed family's application to verify completeness, accuracy, and to determine eligibility status
- Provided great customer service with ability to communicate effectively to broad client base including refugees and non-English speaking families using interpreter services as needed
- Advocated for families ensuring equitable access and operating from a race and social justice lens
- Collaborated well with team members and completed work independently

- Demonstrated organization and detail orientation to ensure file completion and data integrity in CRM database and the Child Care Assistance Program database
- Understands and abiding by policies and procedures
- Provided information and referrals on services available through other agencies
- Monitored and maintained caseload, maintained records, filled out data entry forms, updated records, and coordinated completion of separate forms for each applicant, monitored when families become ineligible, explained benefit denials to families

CITY OF SEATTLE-HUMAN SERVICES DEPARTMENT., SEATTLE, WA

*Administrative Specialist II, June 2015 – April 2018*

- Provided administrative support to a group of 8 individuals.
- Abided by and understood federal regulations, policies, and procedures; perform data entry in compliance with federal regulations
- Maintained Access database to ensure funded projects are complying with federal guidelines
- Collected information on continuing use requirements for federally funded projects, conducted resource and located resources
- Set up and maintained paper and electronic filing systems for records, correspondence, and other materials
- Provided technical assistance to major group work projects

HOPELINK, SHORELINE, WA

*Eligibility and Resource Specialist, June 2012 – June 2015*

- Interviewed clients to determine eligibility for services such as food, rental assistance, and utilities including heating assistance
- Developed action plans and administered grant funding to help stabilize households during financial crisis
- Reviewed client's application to verify completeness, accuracy, and to determine eligibility status.
- Supported and advocated for clients to ensure their needs are being met
- Explained program guidelines and eligibility requirements
- Utilized de-escalation skills in emotionally charged situations and circumstances
- Provided great customer service and communication to with a broad range of cultural and ethnic communities
- Participated in outreach activity within the community
- Provided information and referrals to other programs or agencies
- Assisted in data collection and preparation of monthly/quarterly/annual summary reports
- Built positive working relationships with fellow staff, vendors, landlords or management companies, donors, volunteers, and other agencies

Education

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UNIVERSITY OF WASHINGTON, SEATTLE, WA

*Bachelor of Arts in Gender, Women, and Sexuality Studies and Minor in Diversity*

CLOVER PARK HIGH SCHOOL, LAKEWOOD, WA

*High School Diploma*