



NAME: Stephanie Shank

TITLE: Director of Program Operations

MY WHY

Everyone deserves opportunities and to feel accepted, respected, and that they belong. This requires a commitment to ongoing learning, growth, and change that leads to improved services and positive outcomes for people.

MY ROLE

I monitor and oversee several program areas at the COG. These include eligibility, service excellence process, nursing quality assessment process, provider compliance reviews, training and program development, customer care, and SSA substitute services. I also coordinate the mock accreditation process to help county boards prepare for accreditation and develop best practices.