

*Fall 2019*

# RISK LEADERSHIP CERTIFICATE PROGRAM

*Meet the Class:*



**HEIDI ARNDT | CONTRACTS AND GRANTS MANAGER  
ASSOCIATED BLACK CHARITIES, BALTIMORE, MD**

Heidi is currently a contractor serving as the Grants, Contracts and Risk Management Administrator for the Associated Black Charities in Baltimore, Maryland. She has served as the Medicare Chief Compliance Officer for several health care organizations and has also served as the COO for one of Aetna's Medicaid plans and as the SVP of Medicaid at Gorman Health Group, LLC. Heidi has trained teams on enterprise risk management and process development for health care operations. Heidi's RLCP goals include learning how to develop a risk management program that is well suited to her agency's mission and resources and also how to be an effective champion of a risk-aware workplace culture.



**KENT BARNES | DIVISIONAL VICE PRESIDENT  
GREAT AMERICAN INSURANCE GROUP, CHICAGO, IL**

Kent's career includes 20 years of underwriting experience and hands-on risk leadership experience at home and in the office. His interests include disaster planning, risk communication, and presenting risk information in creative and memorable ways. Kent earned a BS in Business Administration from Drake University and an MBA from the Carlson School of Management at the University of Minnesota.



**NICOLE FRANCO | ADMINISTRATIVE SERVICES COORDINATOR  
PROJECT HOME, PHILADELPHIA, PA**

Nicole's role at Project HOME includes coordinating contract administration, insurance claims, and developing policies and procedures. Project HOME is a Philadelphia-based nonprofit that works to empower individuals to break the cycle of poverty and homelessness. Nicole is in the process of creating a new risk management department at Project HOME. She looks forward to learning from her NRMC and RLCP colleagues about ways to create risk management work plans, frameworks and processes. Nicole earned a BA in Political Science from Eckerd College and a JD from Cecil C. Humphreys School of Law at The University of Memphis.

# Meet the Class:

## **DR. BETH BOYER KOLLAS** | VP OF CORPORATE COMPLIANCE & RISK MGMT YMCA OF CENTRAL FLORIDA, ORLANDO, FL

Beth's responsibilities include incident management, child abuse prevention, safety and security, legal compliance, and building a culture of safety at the Y. Beth has delivered presentations at numerous national and international conferences and has authored books, book chapters, journal articles, and curriculum materials. Beth's RLCP goals include learning about various risk management models suited to a large nonprofit offering a diverse array of programs. Beth earned a MS degree from Pennsylvania State University College of Medicine, and a Doctor of Philosophy (PhD) degree in Clinical, Counseling and Applied Psychology from La Salle University.



## **HOLLY RAYMOND** | SENIOR VICE PRESIDENT OF FINANCE UPBRING, AUSTIN, TX

Holly is an Austin native with nearly 20 years of professional experience in finance, operations and strategy. Her current organization, Upbring, works to break the cycle of child abuse. She previously served as CFO at Common Threads, and as VP of Finance & Operations at Big Brothers Big Sisters of Central Texas. She has also worked for two public accounting firms. Holly looks forward to gaining a broader understanding of risk practice in the nonprofit sector and learning from peer risk leaders during RLCP. Holly earned a BA in Business Administration and an MPA from the University of Texas at Austin.



## **TRICIA SCHUSTER** | PROGRAM DIRECTOR CARE HOUSE OF OAKLAND COUNTY, PONTIAC, MI

As Program Director at CARE House, Tricia oversees programs provided by the agency and also serves as a bridge between direct service teams and agency leaders. She is responsible for developing and supporting the agency's risk management plan, and she also leads regular risk team meetings. CARE House provides vital services to children and families in the areas of intervention, treatment, and prevention. She looks forward to deepening her risk leadership skills and knowledge during RLCP and bringing new information and insights back to the staff and Board teams at CARE House.



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