

▼ RODERICK W. FRANKS

TOP-LEVEL DIRECTOR OF SOCIAL SERVICES

Social Services ■■■ Community Supports & Benefits ■■■ Housing & Homeless Services

Passionate and highly accomplished Social Services Director with 34+ years of broad-based experience in management, leadership, and supervision manifesting exceptional operational results and a comprehensive background in bringing vision, strategy, and expertise to drive organizational change.

- » Possess strong leadership skills and excel in process improvement and innovation aligned with organization goals and targets.
- » Organized, cooperative, competitive, detail-directed, and creative manager and problem-solver with the experience to identify resources and implement practical solutions under time-critical conditions while demonstrating urgency in fast-paced environments.
- » Possess expertise in Social Services systems, third party payment and billing, SNAP/Medicaid programs, Welfare to Work programs and direct experience in board governance and association leadership.
- » Closely monitored the gamut of activities encompassing budgeting strategies, government organization, and financial management.
- » Excellent communication, organizational, interpersonal, and analytical skills to work effectively with other people at all levels.
- » A skilled motivator equipped with an excellent work ethic, a strong sense of responsibility, and a track record of dependability.

▼ CORE COMPETENCIES

Social Services | Behavioral Health | Program Development/Direction | Community Liaison | Contract Negotiation & Management | Billing Management | Health and Human Services | Grant Management | State & Federal Regulations Personnel Management | Project Management | Performance Improvement | Training & Development | Budgeting/Financial Management | Recording & Documentation | Recruitment (Hiring & Staffing) | Staff Development | Board Governance | Procurement Policies

▼ CAREER ACCOMPLISHMENTS

- » Appointed to the California Governor's Task Force to develop Farm Worker Resource Centers
- » Elected as President of the Minnesota Association of County Social Services Administrators (MACSSA) representing all 87 Minnesota counties.
- » Elected to and Chaired the District 112 Board of Education.
- » Served on MN Department of Human Services high-level governance boards and provided expert testimony on Human Services issues in legislative hearings.
- » Developed School Linked Mental Health program and served as National Council on Behavioral Health Seasoned Leaders program and successfully refined and implemented new programs and grant-funded projects.
- » Possess comprehensive management experience with children, families, and adults of diverse populations.
- » Conducted local and international training on Solution Focused Practices, Signs of Safety, and Diversity.
- » Provided program and budget development and oversight in a highly regulated environment, while increasing cost-effective services.
- » Experienced with social service billing and claiming while managing contracted services, federal and state programs, and braiding funding sources.

▼ PROFESSIONAL EXPERIENCE

Assistant Director of Social Services , County of Monterey social Services, Salinas CA	April 2022 – Present
<ul style="list-style-type: none">» Primary responsibility of directing internal Department wide operations including the direct oversight responsibility for the Administrative Services Branch, which includes Finance, Logistics/Facilities, Social Services IT, and the Community Action Partnership (CAP).» Direct community engagement, Homeless Prevention programs, and oversee the Department PIO.» Responsible to direct and prepare development of the Department of Social Services budget.» Plan and direct facilities use and maintenance. Develop and manage IT projects and services.» Assist in the planning and management of operations and special projects in all Branches.» Participate in County and community committees and workgroups. Present to the Board of Supervisors as required.» Serve as the Department lead in Care and Shelter disaster emergency response. Serve as Director of Social Services in Directors absence.	

Health and Human Services Director , Carver County Health and Human Services, Chaska, MN	September 2015 – April 2022
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- » Oversee human services operations, including social services, public health, court services, and behavioral health.
- » Supervise and lead 300 staff across seven departments to ensure effective and efficient service delivery to clients.
- » Establish and advance the overall vision and direction of human services program delivery while promoting the legislative agenda.
- » Prepare budgets and strategic plans to ensure the organizational program's integrity and financial stability.
- » Direct and evaluate team members' performance, oversee the development and ensure training opportunities for the team.

- » Prioritize data management to uncover new opportunities and ensure all activities are measurable for efficiency and maximized results.

Income Support Manager, Carver County Social Services, Chaska, MN

February 2013 – September 2015

- » Managed 50 staff and four Unit Supervisors while developing, managing, and administering a \$4 million department budget.
- » Oversaw and implemented compliance with complex rules, policies, and procedures in three distinct program areas.
- » Managed multiple federal and state programs and funding sources as well as conducting program and fiscal reporting.
- » Created and managed contracts, ensuring required documentation and records are complete and accurate.
- » Served on internal and external committees and performed various public relations activities.

Social Services Supervisor, Carver County Social Services, Chaska, MN

August 2005 – February 2013

- » Managed staff of mental health professionals and practitioners providing mental health and social services to children and families.
- » Enhanced and expanded collaborative relationships to serve clients in both traditional and alternative settings.
- » Managed service contracts and developed, secured, and managed alternative and third-party funding sources.
- » Provided clinical supervision and enforced personnel policies and procedures, ensuring strict compliance with each protocol.

EARLY CAREER

Family Divorce Mediator/Family Court Counselor, Hennepin County Court Services, Minneapolis, MN July 1993 – August 2005

Principle Social Worker, Hennepin County Social Services, Minneapolis, MN March 1990 – July 1993

EDUCATION

M.A., Counseling and Psychological Services, St. Mary's University, Minneapolis Campus, MN | August 1990

B.A., Psychology, University of Minnesota, Minneapolis MN | July 1986

CERTIFICATIONS

Licensed Psychologist, MN Board of Psychology, 1996

Licensed Social Worker, MN Board of Social Work, 1990

COMMUNITY INVOLVEMENT

Domestic Violence Coordinating Council, member.

Monterey County Children's Council, alternate member

Chairperson, Chanhassen Park Board (former)

PUBLICATION

Book Titles Published with Capstone Press

- "Divorce: Finding a Place"
- "Suicide: Living with the Questions"
- "Death: Coping with the Pain"
- "Peer Mediation: Agreeing on Solutions"
- "Tolerance: Considering Differences"

AWARDS & RECOGNITION

"Community Action Partnership Team" Award, Monterey County

Maple leaf Award Recipient, City of Chanhassen

"Innovative Ideas" Award winner, Hennepin County

"You Make a Difference" Award, District 112

"Champions of Change" Award Winner, Hennepin County

TECHNICAL KNOWLEDGE

MS Office Suite (Word, Excel, Outlook, PowerPoint), Zoom, Microsoft Teams, numerous local applications.