



Mayor of Providence

Jorge O. Elorza

April 5, 2019

Honorable Members  
Providence City Council  
City Hall

Dear Honorable Members:

Pursuant to Sections 302(b) and 901 of the Providence Home Rule Charter of 1980, as amended and Public Law, Chapter 45-50, Sections 1 through 31 passed in 1987, I am this day appointing Emmanuel R. Echevarria of 166 Woodhaven Road Pawtucket, Rhode Island 02861, to the position of Director of the Department of Personnel, and respectfully submits the same for your approval.

Sincerely,

A handwritten signature in black ink, appearing to be "Jorge O. Elorza", written over a horizontal line.

Jorge O. Elorza  
Mayor

IN CITY COUNCIL  
MAY 16 2019

READ  
WHEREUPON IT IS ORDERED THAT  
THE SAME BE RECEIVED AND APPROVED  
A handwritten signature in blue ink, appearing to be "Shaun Selles", written over a horizontal line.  
CLERK

## Emmanuel R. Echevarria

### EXPERIENCE

#### City of Providence, Providence, RI

Oct. 2015 - Present

##### Chief Innovation and Performance Officer (2016-Present)

- Oversee all activities, staff, and operations of the Department of Innovation.
- Work with departments to establish annual goals and targets, as well as key performance indicators to be used for evaluations related to impact and effectiveness of government programs and initiatives.
- Responsible for implementation and oversight of major initiatives such as:
  - Implementing an online building permitting and business licensing platform.
  - Developing strategies for performance based and data driven budgeting allocations.
  - Development of the City's equity and diversity plan.
- Support administration officials and departments through operational evaluations and restructuring of functions, departments, and initiatives.
- Lead the City's PVD Lean Academy, including the development and delivery trainings.
- Develop surveys, lead focus groups, and work with community partners, businesses, stakeholders, and the public to ensure government processes are meeting their needs with predictability and efficiency.
- Lead employee excellence recognition efforts including the Mayor's yearly Innovation Awards.
- Serve as a consultant to any administration official, department lead, or process owner in achieving optimization of service quality, accessibility, and delivery.
- Responsible to bridge the development of vision with implementation planning and execution.

##### Department of Innovation Project Manager (2015-2016)

- Provided direction and oversight for city-wide projects related to streamlining delivery of services.
- Project management responsibilities included:
  - Developed project plans and assembled teams.
  - Identify qualitative and quantitative metrics to balance priorities and budgetary restrictions.
  - Evaluated processes to identify opportunities to reduce cost and increase quality of services.
  - Reported to senior staff on findings, results, and recommendations.
- Supported the department's Lean training program and provided process improvement assistance to all departments as needed.

#### Rhode Island Parent Information Network, Cranston, RI

July 2010 - Oct. 2015

##### Consumer Assistance Program Manager – Health Advocacy (2012-2015)

- Established a vision for, and implemented an ombudsman consumer assistance program for health insurance rights advocacy designated by the State of Rhode Island, and the United States Department of Health and Human Services.
- Established a consumer helpline and managed all operations and strategic planning for the call center.
- Implemented a social service case management model to address social determinants affecting consumer's health outcomes, such as; transportation, food insecurity, substance abuse, and employment.
- Directed community outreach, budgetary development and compliance, grant writing, data analysis, and performed regular evaluations of the call center's operations and staff to streamline and improve services.
- Supported the organization in designing appropriate health benefits and served as a confidential employee assistance agent to support staff through outside determinants to their success at work.
- Appointed to the Office of the Health Insurance Commissioner's advisory board as a consumer advocate to raise awareness of issues regarding the affordability, adequacy, and accessibility of health care services.
- Won 96% of appeals cases and maintained an average 99% client satisfaction rating for three years.

## Emmanuel R. Echevarria

### EXPERIENCE (CONTINUED)

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#### *R.I. Special Needs Emergency Registry Outreach Coordinator (2011 - 2012)*

- Community liaison for the Rhode Island Department of Health's Center for Emergency Preparedness and Response.
- Organized targeted community engagement and outreach efforts designed to promote emergency preparedness for Spanish-speaking, elderly, and/or disabled Rhode Islanders.

#### *Community Health Worker/Resource Navigator (2010 - 2011)*

- Within the Communities of Care emergency room (ER) diversion program, this position provided social care coordination and health literacy education to over 500 clients.
- Helped consumers meet goals that addressed social determinants of health while educating them on the importance of care adequacy and medical homes, reducing inappropriate ER usage.

#### *Office of Minority Health Consultant (2010)*

- Evaluated and made improvements to the Rhode Island Department of Health's influenza awareness campaign targeted at underserved populations.
- Monitored the preparedness level of community groups and state agencies to respond to public health emergencies and made improvements to the department's training models and data collections methods.

#### *VIC Program Compliance Investigator (2010-2012)*

- Evaluated vendors throughout RI for compliance with state and federal Women, Infant, and Children program guidelines. Developed reports and testified on failed evaluations as warranted.

### EDUCATION

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#### **Rhode Island College, Providence, RI**

##### *Bachelor of Arts in History and Political Science, Magna cum Laude, 2010*

- Recipient of *Academic Excellence in History Award*
- Member of Pi Sigma Alpha (National Political Science Honor Society)
- Member of Phi Alpha Theta (International History Honor Society)

### COMMUNITY ACTIVITIES

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Designee for the City Solicitor, Equal Pay Taskforce, City of Providence (2019)

Participant, Advocate's Academy, Pell Center at Salve Regina University (2014)

Consumer Representative, Health Insurance Advisory Council to the Health Insurance Commissioner (2014 - 2015)

Community Advocate, R.I. Quality Institute's Current Care Consumer Advisory Board (2013 - 2015)

Parent Advisory Board, St. Teresa School (2016-Present)

### SKILLS and CERTIFICATIONS

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Native Spanish speaker with the ability to read and write in Spanish

Federal Emergency Management Agency certified in incident command and response activities

Certified LEAN process improvement methodology Black Belt, City of Providence (2015)

Certified LEAN/Six Sigma Black Belt, City of Denver (2016)

Certified Foster Parent by Department of Children, Youth, and Families (2013)