

# Heather Henry

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Highly focused professional with 10 years in Workforce Development, and over 5 years of leadership experience. Background managing workforce and training initiatives, devising innovative services, and building strong partnerships to enhance programs. Dedication to quality performance and passion for creating economic impact.

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## SUMMARY OF QUALITIES

### ***Workforce Development Initiatives***

- Success in leading strategic and demand-driven workforce initiatives.
- Consistently met funder project deliverables; projects identified as best practices.
- Presented on local, state, and national platforms on emerging workforce initiatives and best practices.
- Maintain expertise on industry trends and federal and state regulations.

### ***Leadership***

- Strengths-based, authentic leadership style that creates positive work environment.
- Skilled in developing staff to reach career potential and achieve results.
- Use project management principles and tools to guide project implementation.
- Experience leading organizational change and develop administrative processes.

### ***Workplace Excellence***

- Strong analytical and proactive approach.
- Collaborative approach to developing solutions.
- Balance of strategic focus and creative energy.
- Ability to effectively engage with staff, stakeholders, businesses, and public officials.

## KEY WORKFORCE PROJECTS

Business Services Approach	Human-Centered Design
Career Pathways Framework	Job Center Redesign
Cultivating Innovation	Navigation Model
Data Dashboard Development	Targeted Population Strategies
Implementation of Technology Platforms	Work and Learn Strategies
Industry Sector Strategies Development	WIOA Policy Transition

## PROFESSIONAL EXPERIENCE

**VP of Industry Engagement and Job Services**

**2016**

**Present**

*WorkSource Montgomery, Inc, Rockville, MD*

Heather Henry

- Provide oversight to WIOA job seeker and business service operations in county Job Centers. Manage WIOA program operator contracts, performance measures, and \$4.1 million annual budgets.
- Develop local policies and procedures governing WIOA activities.
- Facilitate workforce integration and alignment across core partners in the county to develop a customer-centric, integrated workforce system.
- Oversee discretionary grants for career seekers.
- Support business solutions and industry alliance implementation.
- Serve as staff liaison on Local Workforce Development Board committees.

**Chief Innovation Officer\***

**2009 – 2016**

*Anne Arundel Workforce Development Corporation, Millersville, MD*

**\*Multiple Promotions from Lead Employment Facilitator**

- Served on the executive committee driving organizational leadership and change and guiding programmatic and budgetary direction of 52-person staff and \$6 million annual budget. Drove innovation development across the organization.
- Demonstrated success in developing and managing innovative and complex workforce initiatives. Oversaw professional/technical and management staff implementing sector strategy and regional initiatives.
- Developed professional development initiatives and organizational change strategies to support continuous improvement.
- Incubated initiatives based on new workforce or industry trends and implemented innovative programming in coordination with program directors.
- Managed grant proposal and RFP processes, securing over \$20 million in six years.
- Directly responsible for multiple program budgets and \$2 million annual budget.
- Analyzed national trends and policies; served as county legislative liaison.
- Worked with regional and statewide partners to ensure coordination of services.
- Engaged in national workforce and training discussions through professional associations, professional development, and learning communities.
- Guided data analysis and labor market study to direct organization-wide initiatives.
- Oversaw industry sector partnerships in three sectors, including industry-led training initiatives, work and learn strategies, and industry awareness campaigns.
- Served as project director for \$9.9 million grant from the Department of Labor to connect long-term unemployed individuals to opportunities in tech industries.

**Coordinator of Educational Programs and Publications**

**2007 – 2008**

*National Alliance on Mental Illness of Maryland, Glen Burnie, MD*

- Coordinated statewide educational programs in Maryland, providing consultation and technical assistance to affiliates on program development and execution.
- Managed diverse foundation grants and government contracts for multiple programs and projects; tracked program budgets and ensured funding compliance.
- Responsible for coordinating trainings and special events at the state level.

**Deputy Director**

**2006 – 2007**

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*Truth to New Life Post Release Center, Glen Burnie, MD*

- Oversaw daily workings of non-profit post-release center for ex-offender population. Worked with Director in strategic planning and project development.
- Developed grant proposals for program and operational expenses.
- Increased intake by 200% through improved outreach and service delivery.

**WIA Youth Intake Counselor;** *Anne Arundel Community College, Hanover, MD; 2006–2007*

**Life Skills Instructor;** *Ordnance Road Correctional Center; Glen Burnie, MD; 2004-2006*

**Social Studies Teacher;** *Greenwood Middle School; Greenwood, MS; 2003-2004*

### **EDUCATION/CERTIFICATIONS**

**Certified Workforce Development Professional (CWDP) Certification** 2014

*National Association of Workforce Development Professionals*

**Masters of Arts in History (focus on Social History)** 2003

*Mississippi State University, Starkville, MS*

Garner's Fellowship Award, Teaching Assistantship

**Bachelors of Arts in History and German** 2001

*Mississippi State University, Starkville, MS*

Excellence in Education Award, Phi Theta Kappa Best Regional Paper Award

### **INDUSTRY AFFILIATIONS & MEMBERSHIPS**

National Association of Workforce Development Professionals (NAWDP) ♦ National

Transitional Jobs Network ♦ National Association of Workforce Boards (NAWB)

### **SPEAKING ENGAGEMENTS**

NAWB Annual Conference, "2Gen and Workforce: Building Alliances for Success" –  
Scheduled March 2017

NAWDP Annual Conference, "Navigating Sector Strategies: An Approach to Staffing and  
Implementation" - Scheduled May 2017

NAWDP Annual Conference, "Cultivating Innovation," Innovation Lab Facilitator – 2016

Department of Labor (DOL) Voices of Experience: Sector Strategies Podcast Series,  
"Importance of Sector Strategies," "Partnering with Businesses," "Lessons Learned" - 2015

DOL Sector Strategies Peer Learning, "Staffing Industry Sector Strategies" - 2015

DOL Youth Webinar, "Engaging Youth through Online Means" - 2014

NAWDP Annual Conference, "Using an Integrated Learning Approach to Prepare Low-Skilled  
Job Seekers for In-Demand Occupations" - 2014

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Maryland Department of Labor, Licensing, and Regulation Business Services Institute,  
"Industry-Sector Strategies: One WIB's Best Practices" – 2014

NAWDP Youth Symposium, "Engaging and Educating Youth through Online Means" -  
<http://prezi.com/lhmv69rickhv/engaging-youth-online/> - 2013