

Dr. Nannette B. Phillips
Auburn University
Department of Human Development and Family Studies
117C M. White Smith Hall
381 Mell Street
Auburn, AL 36849
334-844-3516
nbphillips418@auburn.edu

Education:

| | | | |
|-----|---|------|---------------------|
| DBA | Doctor of Business Administration Concentration Leadership | 2017 | Walden University |
| MBA | Business Administration | 2005 | Troy University |
| BA | English | 1993 | Tuskegee University |

Professional Experience:

Founder/CEO/Business Consultant
Sustainable Transformations, LLC
Auburn, AL

Mar. 2018 – Present

Provides enthusiastic emerging leadership, professional training, and development as well as mentoring and coaching to diverse organizations; help to build foundations for small business owners. Provides on-site, and group training and technical assistance (TTA) to several Head Start, Family Child Care Partnership and Day Care programs in Alabama related to governance, program leadership and management, state and federal regulations, new policies & procedures, human resources, state and federal regulations along with other technical assistance. Assists businesses with correcting areas of noncompliance and deficiencies by reviewing and developing or revising policies and procedures and tracking forms for implementation of effective and efficient services for compliance, trains all staff involved, and works on-site for time ranging from one day to two days depending upon the needs of the grantee. Facilitates the development and implementation of Quality Improvement Plans that addresses root causes of noncompliance or deficiencies such as not meeting required regulations due dates and timelines for completion of services to children and families and/or submissions to funding sources. Develops and provides effective presentations and training in areas related to program management and fiscal operations such as New Directors, Conflict Resolution, ERSEA, Policy Council and Board Responsibilities, Effective Management & Supervision, Grant Application Process, etc., to include presentations catered to the identified needs.

Select Accomplishments:

- Supports emerging Office of Head Start initiatives and priorities such as quality business practices for sustainability, new directors/leadership, enrollment initiatives, and parental engagement practices and initiatives.
- Improves oversight and management in areas of concern by performing/implementing direct training and guidance to leadership and management staff, and policy council and boards for process and improvement.
- Provides training and technical assistance to 28+ Head Start grantees, municipality and daycare in-person and virtually via Zoom.

Executive Director
Tuskegee-Macon County Head Start
Tuskegee, AL

Mar. 2014 – May 2019

Coordinated and supervised oversight of entire operations; Collaborated and networked with partners and affiliates; Participated in the planning, development, and evaluation of all Head Start components, including, but not limited to, program design and management, education, health, family and community engagement, and the development and implementation of program goals for children and families, as required by the Office of Head Start, Alabama Department of Human Resources Licensing Minimum Standards, and the Alabama standard for Early Learning and Development; Exercised authority on human resource matters; Worked collaboratively with Human Resources and personnel committee to recruit, hire, and train staff in key positions; Trained personnel and ensured program goals were achieved and federal/state/local regulations and guidelines were implemented;

Researched, identified, wrote and submitted grants and proposals for continued and supplemental funding; Reviewed systems and procedures annually with key staff for effective operations; Reviewed and approved promotional materials and strategies to market business services; Wrote and developed program policies, procedures and marketing plans; Conducted performance appraisals and professional development plans. Reviewed and assisted with preparation/completion of annual budget request; Worked collaboratively with shared governance board (city council) and policy council to make sound fiscal and operational decisions.

Select Accomplishments:

- Oversaw and monitored entire operations of organization consisting of 5 sites, 1 central office, 50 employees, and approximately 269 children, with a budget of \$2.4 million.
- Increased federal budget from \$2.1 million to \$2.4 million.
- Collaborated and networked with community, state, regional and national partners for awareness, advocacy, support and resources for children and families.
- Recruited, trained, and retained qualified personnel.
- Planned and led required training sessions for all staff, board (city council) and policy council members.
- Develop implementation plan for curriculum based on federal and state requirements.

Head Start Director

Jun. 2007 – Mar. 2014

Tuskegee-Macon County Head Start
Tuskegee, AL

Provided leadership and direction to the Macon County Head Start Program staff; Worked collaboratively with the Executive Director; Monitored program operations, activities, and services; Prepared grant application and budget for review by Head Start Policy Council, Executive Director and Board of Directors; Worked with administrative team to fully implement federal, state and local requirements; Worked with administrative team to implement Quality Rating Improvement System (QRIS) for a star-rated program; Reviewed and assisted with curriculum planning. Facilitated and conducted various team meetings, pre-service and in-service training. Trained/Instructed staff, parents, board, and policy council members. Developed policies/procedures, strategic plans, and service plans. Coordinated self-assessments (internally) and community assessments (externally). Developed monitoring tools for effective oversight. Identified, wrote, and submitted grants and proposals. Conducted performance appraisals and professional development plans.

Select Accomplishments:

- Oversaw entire business operations of organization consisting of 8 sites, 70 employees, and 307 children.
- Reviewed and assisted with preparation/completion of annual budget request of \$2.1 million.
- Completed and presented reports to governing bodies (Policy Council and City Council).

Family and Community Partnerships Manager

Aug. 2003 – Jun. 2007

Tuskegee-Macon County Head Start
Tuskegee, AL

Managed Family & Community Partnerships department to ensure overall compliance with local, state, and federal standards and regulations; Worked collaboratively with Directors and other managers; Implemented ongoing monitoring activities for Family Engagement & Community Partnerships and Policy Council; Managed, supervised, and planned Family & Community Partnership services for staff, children and families; Monitored, trained, instructed and supervised Family Service Advocates, Data Entry Clerk and Parent Involvement Coordinator daily to ensure implementation of local, federal, state and agency regulations are in compliance while providing quality services to children and families; Developed and implemented innovative marketing strategies and materials to attract, recruit and retain eligible children and families; Conducted performance appraisals; Conducted team meetings.

Select Accomplishments:

- Facilitated and trained staff on policies/procedures, local, federal and state regulations.
- Reviewed and revised plans and procedures for effective implementation.
- Developed and maintained meaningful community partnerships.
- Maintained funded enrollment of 307 children.
- Completed service area federal review with no findings.

Administrative Assistant to the Director

Jun. 2001 – Aug. 2003

Tuskegee-Macon County Head Start
Tuskegee, AL

Coordinated and managed comprehensive full business support; Assisted with the daily operations and providing seamless support to the leadership and management teams to support organizational priorities; Monitored and supervised staff in the absence of the Director; Assisted with the completion of related to reporting to government/state agencies; Proactively researched and developed ways to improve processes to create efficiency and scale for the leadership and management teams, ranging from organizational communication mechanisms to tools to planning meetings; Pivoted quickly and effectively to react with appropriate levels of urgency to situations and events which require timely response or turnaround.

Select Accomplishments:

- Assisted Head Start Director with ongoing business program administration.
- Planned and coordinated staff in-service training and special events for 60 personnel.
- Provided resolutions to assist 5 senior staff members with problems/concerns.

Head Start Support Positions

Nov. 1993 – Jun. 2001

Tuskegee-Macon County Head Start
Tuskegee, AL

Responsible for assuring that specified components within the program are operationalized with optimal quality standards and service delivery; Provided important support services to Head Start center-based programming; Conducted home visits to families and assisted families with goal setting; Familiarity with Head Start Performance Standards, and federal regulations; Consulted regularly with families to assess and prioritize strengths and needs, followed up with family goals and specific plans for implementation, as well as coached and mentored parents for self-sufficiency; Updated and maintained all related program software database for data collection and aggregation; Ensured accurate and timely financial processing, data entry, payroll processing, payroll distribution and invoice distribution.

Select Accomplishments:

- Family Service Worker – Assisted caseload of 150 families with meeting identified needs and goal setting.
- Computer Operator – Completed data entry and established technology use and implement recordkeeping software for agency; Converted 2 years of data from paper processing to an automated computerized system.
- Operations Manager – Completed financial payroll processes for 60 personnel annually and accounts payables for 95+ accounts with no delays.

Professional Affiliations:

Alabama Head Start Association
Region IV Head Start Association
National Head Start Association
Alabama Partnership for Children
Oral Health Coalition of Alabama
Oral Health Progress and Equity Network
Greater Peace Community Development Corporation

Additional Professional Activities and Certifications:

Notary Public
Grant Writer
Finance and Accounting Certificate, Rockhurst College
Accounting I and Accounting II Courses, Southern Union Community College
Dynamic Leader/Trainer/Presenter
Over 25 years of hands-on Head Start experience
ChildPlus Recordkeeping Software Training
Teaching Strategies GOLD
Grants Management Systems Accounting Software
Creative Curriculum
Quality Rating Improvement System
14 Head Start Federal Reviews with no findings/deficiencies
Advanced MS Office computer skills
Mental Health Paraprofessional with East Alabama Mental Health (2000-2003)
President – Alabama Head Start Association (2011-2013)
1st Vice President – Region IV Head Start Association (2012-2017)

President – Region IV Head Start Association (2017-2021)
Board Member of Alabama Partnership for Children (2013 – 2019)
Member of Alabama Head Start Association – Current
Board Member of Oral Health Coalition of Alabama – Current
Grassroots Representative for Oral Health Progress Equity Network - Current
Executive Director (Part-time) of Alabama Head Start Association – Current

Professional Honors/Awards

2018 Alabama Head Start Association Director (Administrator) of the Year
2017 Trailblazing Women in Labor and Business, Macon County Employee Retirement Association
2014 Issues and Advocacy Chairperson, Region IV Head Start Association
2008 Support and Dedication – Alabama State University Four-Year Degrees Head Start Project for Head Start Teachers

Professional Presentations:

- Phillips, N. P. (2021). *Eligibility, Recruitment, Selection, Enrollment and Attendance – ERSEA*. Workshop presented virtually to Alabama Head Start Association Grantees, Auburn, AL
- Phillips, N. P. (2021). *Head Start Governance Roles and Responsibilities*. Workshop sessions presented to Alabama Head Start Grantees, Auburn, Alabama
- Phillips, N. P. (2019). *Family Child Care Partnerships Systems, Forms and Procedures*. Workshop session presented to the Auburn University Family Child Care Partnership Department staff, Auburn, AL
- Phillips, N. P. (2019). *Alabama Department of Human Resources Minimum Standards for Daytime Childcare*. Workshop presented to the Greater Peace Child Development staff, Opelika, AL
- Phillips, N. P. (2018). *Leadership Practices Supporting Retention in Head Start Organizations*. Workshop presented at the National Head Start Association conference, Anaheim, CA
- Phillips, N. P. (2018). *Head Start Director's Training*. Workshop presented at the Region IV Head Start Association Conference, Atlanta, GA
- Phillips, N. P. (2017). *Resolving Conflict & Negotiation Strategies*. Lecture presented to the Business 101 class at Tuskegee University, Tuskegee, AL
- Phillips, N. P. (2017). *Business Strategy and Management and Business Skills of Leaders*. Workshop presented to City of Tuskegee staff, Tuskegee, AL
- Phillips, N. P. (2016). *Stress and Time Management*. Workshop presented to Lowndes County Board of Education Head Start staff for pre-service, Hayneville, AL
- Phillips, N. P. (2015). *Effective Classroom Operations/Strategies*. Workshop presented at the Alabama Head Start Association Conference, Birmingham, AL
- Phillips, N. P. (2014). *Head Start Management Systems and Procedures*. Workshop session presented at the Alabama Head Start Association Conference, Perdido Beach, Alabama
- Phillips, N. P. (2010). *Preparing for Federal Reviews and Professionalism in the Workplace*. Workshop presented to Tuskegee-Macon County Head Start staff, Tuskegee, AL
- Phillips, N. P. (2009). *Family Engagement and Self/Time Management*. Workshop presented to Family Service staff at Tuskegee-Macon County Head Start, Tuskegee, AL

Community Involvement:

Administrative Assistant for Greater Peace Baptist Church and Pastor, 2019 – 2021
Benevolence Ministry Chairperson for Greater Peace Baptist Church, 2019 – Present
Trainer for Greater Peace Child Development Staff, 2019 – Present
Opelika Chamber of Commerce for Greater Peace Baptist Church, 2019 – 2021
Nursery Ministry for Greater Peace Baptist Church, 2004 – 2006