



## **JOHN HAMMARLUND**

### **Deputy Director for Local Engagement & Administration Office of Program Operations & Local Engagement (OPOLE)**

As OPOLE's Deputy Director for Local Engagement & Administration, John Hammarlund directs CMS' consumer education, stakeholder outreach, and environmental scanning portfolio in all ten federal regions across the country and is honored to supervise the CMS Regional Administrators/Staff Directors.

John's background includes work in both the public and private health care and insurance sectors. He has been with CMS since 1993 in a variety of policy and management roles, including at CMS' Office of Legislation in Washington, D.C., and as the Regional Administrator for CMS Seattle (Region 10) from 2007 to 2019.

A Seattle native, John holds a bachelor's degree from Stanford University, a master's in health administration from the University of Washington, and a Juris Doctor from Cornell Law School.



**KATHLEEN OTTE**

**Acting Regional Administrator, CMS Boston (Region 1)  
Local Engagement & Administration  
Office of Program Operations & Local Engagement (OPOLE)**

As Acting Regional Administrator and Staff Director for CMS Boston, Kathleen Otte leads and coordinates local external engagement efforts with all regional stakeholders and customers in Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, and Vermont. She also provides administrative and operational support to all employees in CMS Boston, promoting cohesion and collaboration throughout the regional office and with other CMS components.

Prior to joining CMS, Kathleen served as the Senior Regional Administrator for HHS' Administration for Community Living and as the Director of the Bureau of Elderly and Adult Services for the State of New Hampshire. Kathleen has over 30 years of experience in the field of aging and community engagement, having served or volunteered in various human service delivery programs.

Kathleen received a Bachelor of Arts degree in Social Work and a Master of Science degree in Organizational Development from the University of Oklahoma. In 2014, Kathleen received the Spirit of Jane Addams Award for Outstanding Performance in Social Justice from Be the Evidence, International, for her work with Elder Justice initiatives.



**KATHLEEN OTTE**

**Regional Administrator, CMS Boston (Region 2)  
Local Engagement & Administration  
Office of Program Operations & Local Engagement (OPOLE)**

As Regional Administrator and Staff Director for CMS New York, Kathleen Otte leads and coordinates local external engagement efforts with all regional stakeholders and customers in New Jersey and New York. She also provides administrative and operational support to all employees in CMS New York, promoting cohesion and collaboration throughout the regional office and with other CMS components.

Prior to joining CMS, Kathleen served as the Senior Regional Administrator for HHS' Administration for Community Living and as the Director of the Bureau of Elderly and Adult Services for the State of New Hampshire. Kathleen has over 30 years of experience in the field of aging and community engagement, having served or volunteered in various human service delivery programs.

Kathleen received a Bachelor of Arts degree in Social Work and a Master of Science degree in Organizational Development from the University of Oklahoma. In 2014, Kathleen received the Spirit of Jane Addams Award for Outstanding Performance in Social Justice from Be the Evidence, International, for her work with Elder Justice initiatives.



## **SHARON GRAHAM**

**Regional Administrator, CMS Philadelphia (Region 3)  
Local Engagement & Administration  
Office of Program Operations & Local Engagement (OPOLE)**

As Regional Administrator and Staff Director for CMS Philadelphia, Sharon Graham leads and coordinates local external engagement efforts with all regional stakeholders and customers in Delaware, Maryland, Pennsylvania, Virginia, West Virginia, and the District of Columbia. She also provides administrative and operational support to all employees in CMS Philadelphia, promoting cohesion and collaboration throughout the regional office and with other CMS components.

Sharon has been with CMS since 1992, most recently serving as Deputy Consortium Administration for the Consortium for Medicare Health Plan Operations (CMHPO).

Sharon is a graduate of Moravian College and holds a master's degree in Political Science from the Eagleton Institute of Politics at Rutgers University.



## **SHERARD MCKIE**

### **Regional Administrator, CMS Atlanta (Region 4) Local Engagement & Administration Office of Program Operations & Local Engagement (OPOLE)**

As Regional Administrator and Staff Director for CMS Atlanta, Sherard McKie leads and coordinates local external engagement efforts with all regional stakeholders and customers in Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, and Tennessee. He also provides administrative and operational support to all employees in CMS Atlanta, promoting cohesion and collaboration throughout the regional office and with other CMS components.

Sherard previously served as the Special Assistant to the Consortium Administrator for the CMS Consortium for Quality Improvement and Survey & Certification Operations. Prior to coming to CMS Atlanta, Sherard served as Project Officer in the Patient Care Models Group at CMS' Center for Medicare & Medicaid Innovation in Baltimore, and was detailed with the Centers for Disease Control and Prevention's Office of the Associate Director for Policy.

Sherard has a bachelor's degree in psychology from Morehouse College, a master's in Social Work from the University of South Carolina, and a Juris Doctor from the Charleston School of Law.



**PAM L. THOMAS**

**Regional Administrator, CMS Chicago (Region 5)  
Local Engagement & Administration  
Office of Program Operations & Local Engagement (OPOLE)**

As Regional Administrator and Staff Director for CMS Chicago, Pam Thomas leads and coordinates local external engagement efforts with all regional stakeholders and customers in Illinois, Indiana, Michigan, Minnesota, Ohio, and Wisconsin. She also provides administrative and operational support to all employees in CMS Chicago, promoting cohesion and collaboration throughout the regional office and with other CMS components.

Pam began her federal career in 2005 in the Center for Medicaid & CHIP Services, working on eligibility and home and community-based waivers and, later, in the Division of Survey and Certification as a Long-Term Care Certification and Enforcement Manager. Before coming to CMS, Pam held various positions managing different Intermediate Care Facilities for People with Intellectual Disabilities and with the South Carolina Department of Disabilities and Special Needs providing technical assistance to various County Boards statewide focused on training and developing policies. As a federal contractor, Pam was team lead for the National Look-Behind Project conducting recertification and complaint surveys, including forensic-type facilities.

Pam holds a bachelor's degree in Public Affairs and a master's degree in Conflict Resolution from Columbia College in South Carolina.



## **SHANNON HILLS**

**Regional Administrator, CMS Dallas (Region 6)  
Local Engagement & Administration  
Office of Program Operations & Local Engagement (OPOLE)**

As Regional Administrator and Staff Director for CMS Dallas, Shannon Hills leads and coordinates local external engagement efforts with all regional stakeholders and customers in Arkansas, Louisiana, New Mexico, Oklahoma, and Texas. She also provides administrative and operational support to all employees in CMS Dallas, promoting cohesion and collaboration throughout the regional office and with other CMS components.

Shannon has over 25 years' experience managing large-scale health and human services programs at the federal government level and in the non-profit sector. Previously, she served as the Long Term Care Certification and Enforcement manager for the Survey & Operations Group in CMS Dallas.

Shannon holds a bachelor's degree in Consumer Science from the University of Houston, a master's degree in Public Administration from American University in Washington, DC, and the Distinguished Toastmaster (DTM) designation from Toastmasters International.



**KIM STUPICA-DOBBS**  
**Regional Administrator, CMS Kansas City (Region 7)**  
**Local Engagement & Administration**  
**Office of Program Operations & Local Engagement (OPOLE)**

As Regional Administrator and Staff Director for CMS Kansas City, Kim Stupica-Dobbs leads and coordinates local external engagement efforts with all regional stakeholders and customers in Iowa, Kansas, Missouri, and Nebraska. She also provides administrative and operational support to all employees in CMS Kansas City, promoting cohesion and collaboration throughout the regional office and with other CMS components.

Prior to joining CMS, Kim served as the Program Manager for the Health Profession Opportunity Grants (HPOG) Program in the Office of Family Assistance, Administration for Children and Families. The HPOG Program awards competitive, discretionary grants to organizations to provide education and training to Temporary Assistance for Needy Families (TANF) recipients and other low-income individuals. Kim has also served as a Program Specialist with ACF's Office of Family Assistance as well as the HPOG Program. Before joining the federal government, Kim taught in SE Washington, D.C., as part of Teach for America, and held other positions in program management and college recruitment.

Kim grew up in Lee's Summit, MO, moved to Milwaukee, WI, to attend Marquette University, and then lived in Washington DC for seven years. Kim and her husband moved back to the Kansas City area in 2014 and now live in Lee's Summit with their two very active young boys.





## **JOHN HANNIGAN**

**Regional Administrator, CMS Denver (Region 8)  
Local Engagement & Administration  
Office of Program Operations & Local Engagement (OPOLE)**

As Regional Administrator and Staff Director for CMS Denver, John Hannigan leads and coordinates local external engagement efforts with all regional stakeholders and customers in Colorado, Montana, North Dakota, South Dakota, Utah, and Wyoming. He also provides administrative and operational support to all employees in CMS Denver, promoting cohesion and collaboration throughout the regional office and with other CMS components.

John previously served as the Associate Regional Administrator, Division of Financial Management & Fee for Service Operations, where he led staff in the Kansas City and Denver Regional Offices to provide financial oversight of Medicare Administrative Contractors and address the needs and concerns of Medicare providers, Fee for Service beneficiaries, and other stakeholders throughout Regions VII and VIII. Prior to joining CMS, John served for 25 years in the United States Air Force with a variety of assignments in healthcare operations and management, including oversight of regional and international aspects of the DoD's TRICARE program.

John holds a JD from the University of Denver, along with an MBA and master's degree in information systems from the University of Colorado.



## **SHARON YEE**

**Acting Regional Administrator, CMS San Francisco (Region 9)  
Local Engagement & Administration  
Office of Program Operations & Local Engagement (OPOLE)**

As Acting Regional Administrator and Staff Director for CMS San Francisco, Sharon Yee leads and coordinates local external engagement efforts with all regional stakeholders and customers in Arizona, California, Hawaii, Nevada, and Pacific Territories. She also provides administrative and operational support to all employees in CMS San Francisco, promoting cohesion and collaboration throughout the regional office and with other CMS components.

Since joining the HCFA in 1983, Sharon has worked in the areas of Medicaid eligibility, Medicare and Medicaid systems control compliance, Medicaid managed care expansion, and waiver coordination. She assumed the special assistant role in the Office of the Regional Administrator on the eve of Y2K and has continued as primary liaison with HHS regional operating divisions, Congressional district offices, and CMS headquarter components. She routinely conducts environmental scanning to enable staff to see the impact of their work on CMS San Francisco's diverse communities.

Sharon earned a bachelor's degree in Immunology from the University of California, Berkeley, and a Certificate in Gerontology from San Francisco State University. She lives in San Francisco, California.



## **BRENDA SUITER**

### **Regional Administrator, CMS Seattle (Region 10) Local Engagement & Administration Office of Program Operations & Local Engagement (OPOLE)**

As Regional Administrator and Staff Director for CMS Seattle, Brenda Suiter leads and coordinates local external engagement efforts with all regional stakeholders and customers in Alaska, Idaho, Oregon, and Washington. She also provides administrative and operational support to all employees in CMS Seattle, promoting cohesion and collaboration throughout the regional office and with other CMS components.

Prior to joining CMS in 2012, Brenda had over twenty years of public health, policy, managed care, government relations, and health care delivery system leadership experience. As the Vice President of Rural and Public Health at the Washington State Hospital Association, she led initiatives and partnered with government agencies to ensure access to care in rural areas and improve public health. While serving as the Tobacco Control Manager at the Washington State Department of Health, she managed the development of the Washington State Tobacco Prevention & Control Program. In her role as Director of Operations of Washington Doctors Ought to Care (DOC), she managed an advocacy organization founded by physicians and dedicated to reducing tobacco use. She started her public health career at Group Health Cooperative's Center for Health Promotion.

Brenda earned a Bachelor of Arts in Business Administration and a Master in Health Administration from the University of Washington.



## **MARINA DIAZ**

**Staff Director, CMS Puerto Rico/USVI  
Local Engagement & Administration  
Office of Program Operations & Local Engagement (OPOLE)**

As Staff Director for CMS Puerto Rico/USVI, Marina Diaz leads and coordinates local external engagement efforts with all regional stakeholders and customers in Puerto Rico and the U.S. Virgin Islands. She also provides administrative and operational support to employees in CMS Puerto Rico, promoting cohesion and collaboration with other CMS components.

Marina was appointed Director of the CMS Field Office for Puerto Rico in June 2016. Prior to joining CMS, Marina's career had been devoted to designing, developing and transforming healthcare delivery systems, including multispecialty clinics, psychiatric hospitals, and managed mental health plans. A passionate believer in the possibility of recovery from mental health challenges, she has innovated opportunities for better health for individuals, families, and communities.

Marina holds a bachelor's degree in psychology and a master's degree in health services administration from the University of Puerto Rico School of Public Health. She conducted a post-master Fellowship at the Elmhurst Hospital in New York.