

Clarence H. Carter, Director

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Director Clarence H. Carter Announces National Group of Academicians to Advise on Reform of Arizona Safety Net

PHOENIX — Arizona Department of Economic Security (DES) Director Clarence H. Carter today announced the creation of an Academic Advisory Board to assist in the “transformation” of the Arizona safety net. The Board – a diverse group of academicians from top colleges and universities – will advise the agency in an effort to fundamentally overhaul the system of benefits, goods and services that serves more than 1.6 million Arizonans.

“We are honored and excited to have such a distinguished group of academicians lend their energies to this important work,” said Director Carter. “In assembling the Board, we strove for disciplinary diversity. We have experts in supply chain management, social work, economics, public policy, human resource management and sociology. It is our intention to transform this industry and for that we need many different perspectives.”

The transformation will be a new model for social services both in Arizona and nationwide. The new model shifts away from the administration of single purpose programs and instead moves toward an integrated system focused on intentionally moving individuals through and out of the safety net system. Director Carter’s ultimate goal is to enable as many Arizonans as possible to live a life free of public dependence.

Carter, a 20-year human services administrator who has served in the administrations of a President, four Governors and a Mayor, was appointed by Arizona Governor Janice K. Brewer in March 2011 to manage the safety net agency, which includes services such as: Unemployment Insurance, Supplemental Nutrition Assistance, Temporary Assistance for Needy Families, Developmental Disabilities, Child Protective Services and Child Support Enforcement, among the more than 40 programs that serve socially and economically challenged Arizonans. Throughout his career, Carter has focused on the design and operation challenges of the safety net.

The Academic Advisory Board is chaired by John Fowler of Arizona State University. Dr. Fowler is the Motorola Professor and Chair of the Supply Chain Management Department at ASU. He is also a Professor of Industrial Engineering (IE) and was previously the program chair for IE at the University. Professor Fowler's research interests include discrete event simulation, deterministic scheduling and multi-criteria decision making. He has published over 90 journal articles, over 100 conference papers, and one book.

“Each member of the Arizona Academic Advisory Board is honored and excited to be a part of such a significant and important undertaking,” said Dr. Fowler. “While our focus is the transformation effort of the Arizona safety net, we are aware that this work will have national implications.”

The other members of the Board are as follows:

Professor	School	Focus
Peter Cappelli	University of Pennsylvania	Human Resources
<p>Peter Cappelli is the George W. Taylor Professor of Management at The Wharton School of the University of Pennsylvania and Director of Wharton's Center for Human Resources. He is also a Research Associate at the National Bureau of Economic Research in Cambridge, MA. He served as Senior Advisor to the Kingdom of Bahrain for Employment Policy from 2003-2005 and since 2007 is a Distinguished Scholar of the Ministry of Manpower for Singapore.</p>		
Professor	School	Focus
Richard B. Chase	University of Southern California	Service Management
<p>Richard B. Chase is considered the founder of the field of Service Operations Management. He is co-author with R. Jacobs and N. Aquilano of <i>Operations Management and Supply Chain Management (13th edition)</i>, which has been the most widely used textbook in the field since its first edition in 1973. Two of his Harvard Business Review articles, "Where Does the Customer Fit in a Service Operation?" and "The Service Factory" (with D. Garvin) have been cited as classics.</p>		
Professor	School	Focus
John Iceland	Penn State University	Sociology
<p>John Iceland is Head of the Department of Sociology at Penn State University. He previously served as a professor at the University of Maryland and Chief of the Poverty and Health Statistics Branch at the U.S. Census Bureau. His research focuses on issues of poverty, residential segregation and immigration. His book on poverty, <i>Poverty in America</i>, is now in its second edition, with a third edition forthcoming in 2013.</p>		
Professor	School	Focus
Aurora P. Jackson	UCLA Luskin	Social Work
<p>Aurora P. Jackson is a Professor of Social Welfare at UCLA Luskin. Her interests are in examining the interrelationships among work, welfare, maternal psychological well-being, parenting in the home environment and child outcomes in families headed by low-income, single-parent mothers with young children. Dr. Jackson's research on current and former welfare recipients has been funded by grants from the National Institute of Mental Health (NIMH), the William T. Grant Foundation, the National Center on Minority Health Disparities and a visiting scholarship at the Russell Sage Foundation. She received her PhD in Social Welfare from Ohio State University.</p>		
Professor	School	Focus
Gary E. Roberts	Regent University	Public Administration
<p>Gary E. Roberts is an Associate Professor of Government at Regent University with 20 plus years of experience in higher education in graduate government and business degree programs. His primary teaching areas are nonprofit administration, human resource management and public administration. Current research interests center on workplace spiritual intelligence or how Christians integrate faith into the workplace, servant leader human resource policy and practice, the impact of the religious friendly workplace and organizational policies to promote employee work-life balance. He has authored 40 plus journal articles, books and book chapters on various human resource and public management issues.</p>		

Professor	School	Focus
Robert P. Strauss	Carnegie Mellon University	Economics, Public Policy and Management
<p>Robert P. Strauss is a Professor of Economics and Public Policy at Carnegie Mellon University, Heinz College. His primary areas of expertise include: Federal, state and local tax policy; Econometrics and economic statistics; Education policy; Energy policy; Income distribution; index number theory; Infrastructure measurement; IT and IT centralization; Income maintenance, social welfare; Labor market incentives and Tax Policy. He has a degree in Economics from the University of Michigan and a PhD in Economics from the University of Wisconsin with an academic career that has involved several periods of federal service. Dr. Strauss' current academic research interests center on Public Economics and Human Resources.</p>		
Professor	School	Focus
David A. Tansik	University of Arizona	Human Resources/Organizational Design
<p>David A. Tansik joined the Eller College of Management at the University of Arizona in 1969. He currently serves as the National Science Foundation Evaluator of several NSF Industry/University Cooperative Research Centers. His teaching and research fields were Organizational Behavior and Service Systems Management. He has served as a Fellow in the Secretary of the Interior's office in Washington, DC. His particular interest is in the management of high customer contact service personnel, employees who work in 'front offices' and interact directly with customers. He has a BS degree in Business Management from the University of Texas, an MA in Sociology from Northwestern University, and a PhD in Organizational Behavior from the Kellogg School at Northwestern.</p>		

For more information on the Academic Advisory Board and the Arizona Transformation, please visit: www.azdes.gov.

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