



Michael ANDERSON

QUALITY ASSURANCE MANAGER

Innovative Child Welfare Executive with over 15 years of experience in program evaluation and quality assurance within child welfare services. Demonstrated expertise in designing and implementing robust evaluation frameworks to assess program effectiveness and drive continuous improvement. Adept at utilizing data analytics to inform decision-making and enhance service delivery. Proven ability to lead teams in conducting thorough evaluations and audits of child welfare programs.

CONTACT

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- 📍 San Francisco, CA

SKILLS

- Program Evaluation
- Data Analytics
- Quality Assurance
- Compliance
- Stakeholder Engagement
- Training

LANGUAGES

- English
- Spanish
- French

EDUCATION

MASTER OF PUBLIC ADMINISTRATION, COLUMBIA UNIVERSITY; BACHELOR OF SCIENCE IN SOCIAL WORK, UNIVERSITY OF NORTH CAROLINA

ACHIEVEMENTS

- Improved program outcomes by 35% through targeted evaluation recommendations.
- Recognized for excellence in quality assurance by the National Child Welfare Association.
- Successfully developed a new evaluation framework adopted statewide.

WORK EXPERIENCE

QUALITY ASSURANCE MANAGER

State Child Welfare Agency

2020 - 2025

- Developed and implemented evaluation frameworks for child welfare programs.
- Conducted audits to ensure compliance with federal and state regulations.
- Analyzed data to identify trends and areas for improvement in service delivery.
- Facilitated training for staff on best practices in program evaluation.
- Collaborated with stakeholders to develop performance metrics for program success.
- Reported findings to executive leadership to inform strategic planning.

PROGRAM EVALUATOR

Non-Profit Child Welfare Organization

2015 - 2020

- Conducted comprehensive evaluations of child welfare interventions and outcomes.
- Utilized qualitative and quantitative methods to assess program impact.
- Engaged with stakeholders to gather feedback and inform evaluation processes.
- Developed reports outlining evaluation findings and recommendations.
- Presented evaluation results to stakeholders to facilitate informed decision-making.
- Collaborated with program managers to implement improvement strategies.