

Tania Bogatova

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Academic Background

Gannon University, Erie, Pennsylvania, 2007-present, Ph.D. Organizational Learning and Leadership

Gannon University, Erie, Pennsylvania, 1998-2002, MBA

Sochi State University, Sochi, Russia, 1994-95, M.A. Economics

Sochi State University, Sochi, Russia, 1990-94, B.S. Management

Professional Certifications

Lean Operations—Six Sigma Green Belt Certification, Manufacturing Association of NW Pennsylvania, Erie, Pennsylvania, 2007

Certified Professional Supervisor (CPS), Manufacture and Business Association of NW Pennsylvania, Erie, Pennsylvania, October 7, 2008.

Professional Experience – Organizational Consultancy and Research:

President, Keystone Business Service Center, Erie, PA, 2010-present

Director of Business Development, Keystone Business Service Center, Erie, PA, 2007-2010

Lead product and business development efforts, develop and execute framework for evaluating existing and potential areas of strategic priorities, oversee, implement activities directed to build partnerships and content area expertise.

Applied Researcher, KeyStone Research Corporation, Erie, PA, 2007-present

Conceptualize and design research projects and process improvement implementations to improve the programming on human service organizations. Oversee and carry out day-to-day tasks associated with the process improvement implementations and research projects.

Marketing Research Manager, KeyStone Research Corporation, Erie, PA, 2005-2007

Assistant Researcher, KeyStone Research Corporation, Erie, PA, 2003-2007

International Logistics Manger, Logistics Plus, Erie PA, 2000-2003

Current Projects:

- Evaluation of ReTool Erie, Erie Community Foundation and The Nonprofit Partnership, Erie, PA, January 2010-December 2011.
- Evaluation of Art in Action, ArtsErie, Erie, PA, July 2010-June 2014.
- Development of Evaluation Plan for Nurturing Hearts, Erie, PA, April 2010-December 2010.
- Strategic Program Development and Evaluation Consultation Services, Mission Empower, Erie,

PA, July 2010-December 2010.

- Resident Safety and Services Survey Research, Housing Authority of City of Erie, Erie, PA, August 2010-December 2010.

Projects Completed:

- Designing an Evaluation System for the Outpatient Behavioral Health Services, Family Services Association of Bucks County, PA, April 2008-April 2010.
- Evaluation of the Tobacco Control Program, Erie Capacity-Building Project, Erie County Department of Health and Greater Erie Community Action Committee, June-November 2009.
- Data Analysis and Evaluation Plan Consultation Service for Center for Early Childhood Professional Development (CECPD), University of Oklahoma, Moore, OK, March-December 2009.
- Institute on Organizational Learning: Building Capacity to Produce Results, 2-day training institute for United Way of Fox Valley, Dunham Fund, and Community Foundation of the Fox River Valley, Aurora, IL, November 18-19, 2008.
- Process Improvement for the Child Care Training System and T.E.A.C.H. Scholarship Program, South Carolina Center for Child Care Career Development, Greenville, SC, 2007-2008.
- Development of an Organizational Assessment Tool, Center for Nonprofit Success, Washington, DC. January – March, 2008
- Evaluation of the Arkansas Early Childhood Professional Development System (AECPPDS), AR DHHS, Little Rock, AR, 2005-2007
- Research to Determine Factors Associated with Retention at the Erie County Technical School, Erie, PA, February-August 2006.
- Evaluation of the T.E.A.C.H. Early Childhood® Project Pennsylvania, Erie, PA 2003-2005
- Assessment of the Impact of Education on Caregiver Knowledge and Performance, Erie, PA 2003-2005
- IT needs assessment in Northwest Pennsylvania, Erie, PA 2004
- Building Inclusive Child Care, Erie, PA 2003-2004
- Diversity Tolerance, Erie, PA 2000-2002
- Russia's New Market Environment, Sochi, Russia, 1995

Presentations:

- “Quality Improvement in Early Care and Education Workforce: Outcomes and Impact of the T.E.A.C.H. Early Childhood Project” invited author session at 33rd Annual Conference of Eastern Evaluation Research Society, April 18-20, 2010, Galloway, NJ.
- “Application of Lean in the Human Services: South Carolina T.E.A.C.H. Project Experience” session at the annual Lean Educator Conference, May 28-30, 2009, Minneapolis, MN with J. A. Miller.
- “Turning Unacceptable Results into Exceptional Results: Process Improvements for Service Organizations” 6-hour training, presented at the Institute on Organizational Learning, November 18-19, 2008 Aurora, IL with J. A. Miller and B. Carnohan.
- “Creating a Culture of Process Improvement in the Human Services: South Carolina T.E.A.C.H.

Project Experience” demonstration session at the annual conference of the American Evaluation Association (AEA), November 5, 2008, Denver, CO with J. A. Miller and B. Carnohan.

- “Measuring Progress and Outcomes” 2-hour training, presented at the BE A BRIDGE Regional Summit, September 29, 2008, Cranberry, PA.
- “Designing and Implementing Effective and Efficient Work Processes to Meet the Needs of Clients” workshop, presented on April 16, 2008 at 2008 National T.E.A.C.H. Early Childhood® and Child Care WAGE\$® Conference, Chapel Hill, NC with D. Nodine.
- “Do It Yourself Outcomes” workshop, presented on March 19, 2008 at the Nonprofit Partnership, Erie, PA with J. A. Miller.
- “*Learning2C*™: Opportunities, Improvements, and Results” 2-day workshop, presented November 29-30, 2007, at Keystone Business Service Center, Erie, PA with J. A. Miller.
- “*Learning2C*™: Opportunities, Improvements, and Results” seminar, presented November 12, 14, and 15, 2007 at Keystone Business Service Center, Erie, PA with J. A. Miller.
- “Creating a Culture of Process Improvement in the Human Services: An Application of Lean Philosophy” demonstration session at the annual conference of the American Evaluation Association (AEA), November 8, 2007, Baltimore, MD with J. A. Miller.
- “Helping Your Organization Do More with Less” workshop at The Nonprofit Day, November 1, 2007, sponsored by the Nonprofit Partnership, Erie, PA with J. A. Miller.
- “Evaluating State Professional Development Systems” Reflection and Action Roundtable, NAEYC’s National Institute for Early Childhood Professional Development, Pittsburgh, PA, June 10-13, 2007 with J. A. Miller.
- “Value Stream/Process Flow Mapping for the Training Program and T.E.A.C.H. Scholarship Program” workshop for the South Carolina Child Care Career Center, February 20-22, 2007, Greenville, South Carolina.
- Overview of Value Stream/Process Flow Mapping – workshop for the South Carolina Child Care Career Center, January 30-31, 2007, Greenville, South Carolina; and follow-up workshop for the Training Program and T.E.A.C.H. Scholarship Program workshop for the South Carolina Child Care Career Center, February 20-22, 2007, Greenville, South Carolina.
- Overview of Value Stream/Process Flow Mapping – workshop for the Arkansas Department of Human Services, November 20-21, 2006, Little Rock, Arkansas; and follow-up workshop for AR DHHS Subsidy Program, January 23-25, 2007, Little Rock, AR.
- “Evaluating a State’s Early Care and Education Professional Development System: What Do We Really Need to Know & Where Do We Begin?” presented at the AEA Conference, Portland, OR, Nov. 3, 2006 with J. A. Miller.
- Process Flow Mapping, AECPPDS Practitioner Registry – workshop for the Arkansas Early Childhood Professional Development System, September 6-8, 2006, Jonesboro, Arkansas.
- Evaluating a State’s Professional Development System: What Do We Really Need to Know & Where Do We Begin? NAEYC’s National Institute for Early Childhood Professional Development, San Antonio, Texas June 4-7, 2006 with Dr. J. A. Miller and D. Alliston

- Improving Child Caregivers' Beliefs and Practices: The Impact of the Teacher Education and Compensation Helps (T.E.A.C.H. Early Childhood® Project), American Evaluation Association, Atlanta Georgia, November 2004, with Dr. J. A. Miller and M. Butcher.
- Quality Improvements in Child Care: The Impact of the T.E.A.C.H. Early Childhood® Project, American Evaluation Association, Reno/Sparks Nevada, November 2003, with Dr. J. A. Miller and M. Butcher.

Publications:

- “Quality Improvements to the Early Care and Education Workforce: Outcomes and Impact of the T.E.A.C.H. Early Childhood Project” (with Joyce Miller), *Evaluation and Program Planning* 32(3), 257-277, August 2009.
- “Improving Performance in Service Organizations: How to Implement a Lean Transformation” (with J. Miller and B. Carnohan), book published by Lyceum Books, Inc. Chicago, IL, 2011.

Reports:

- “Evaluation Plan for the Outpatient Behavioral Health Services,” Family Services Association of Bucks County, PA, December 2009.
- “Oklahoma Center for Early Childhood Professional Development: Data Analysis Services,” final report to the Oklahoma Center for Early Childhood Professional Development, December 2009.
- “Early Care and Education Workforce Development Initiatives: Program Design, Implementation, and Outcomes” Final Report: Arkansas Early Childhood Professional Development System,” submitted to the Arkansas Division of Child Care and Early Childhood Education, Department of Human Services, October 2007.
- “The T.E.A.C.H. Early Childhood® Project Pennsylvania An Assessment of Program Implementation, Outcomes, and Impact,” submitted to the Pennsylvania Department of Welfare, July 2005.

Relevant Continuing Education:

- Change Management and Culture of Continuous Improvement, 2010 ASQ Buffalo “Lean Six Sigma” Conference, Buffalo, NY, October 20-21, 2010.
- Effective Charter School Governance, presented by Brian Carpenter at Montessori Regional Charter School board development meeting, Erie, PA, May 8, 2010, 8 am-3 pm (6 hours).
- Write to the Point: Effective Writing for Evaluators, presented by Joy Quill, at the 33rd Annual Conference of Eastern Evaluation Research Society, Galloway, NJ, April 18, 2010 2:30-5:30 pm (3 hours).
- Simulation Workshop: Value Stream Mapping in a Virtual Environment, presented by Lean Transformation Group, at Lean Educator Conference, Minneapolis, MN, May 28, 2009 1-4 pm (3 hours).
- Show Off Your Outcomes with Logic Models and Evaluation, presented by Susan Washinger, M.Ed. and Joe Fay, M.A., Pennsylvania Coalition to Prevent Teen Pregnancy at Penn State Erie, The Behrend College, Erie, PA, Feb. 19-20, 2008 8:30 am-3:30 pm (14 hours).

- How to prepare an Evaluation Dissertation Proposal, presented by Nick L. Smith, at the American Evaluation Association annual conference, Baltimore, Maryland, Nov.7, 2007 8 am-3 pm (6 hours).
- Growing your evaluation business, presented by Melanie Hwalek and Victoria Straub, at the American Evaluation Association annual conference, Baltimore, Maryland, Nov.6, 2007 9 am-4 pm (6 hours).
- Six Sigma Training, presented by Mitch Millstein, CFPIM, C.P.M., CQM, CQE, Implementation Specialist, Manufacturers' Association of Northwest Pennsylvania, Erie, PA, February 14, March 7, April 10, 2007.
- Lean Operations Champion Training, presented by Mitch Millstein, CFPIM, C.P.M., CQM, CQE, Implementation Specialist, Manufacturers' Association of Northwest Pennsylvania, Erie, PA, Oct. 3, 24, & Nov. 14, 2006.
- Applications of Multiple Regression in Evaluation: Mediation, Moderation, and More, presented by Dale Berger, at the American Evaluation Association annual conference, Portland, Oregon, Nov.1, 2006 8-3 pm (6 hours).
- Nutrition and Physical Activity for Children and Adults (NAP SACC) Training, presented by Sara Benjamin, Little Rock, AR, October 9, 2006, 9:30 am – 4:30 pm (6 hours).
- Program Administration Scale Assessor Training, presented by Teri Talan, Director Public Policy, and Jill Bella, Senior Research Associate at the McCormic Tribune Center for Early Childhood Leadership, National-Louis University, Camp Hill, PA, January 18-20, 2005, 8:30 am – 4:40 pm for 3 days (21 hours).
- Focus Group Interviewing, workshop presented by Richard Krueger at the American Evaluation Association annual conference, Atlanta, Georgia, Nov.3, 2004 12-3 pm (3 hours).
- Video use for evaluation, workshop presented by Barbara Rosenstein at the American Evaluation Association annual conference, Atlanta, Georgia, Nov.3, 2004 8-11am (3 hours).
- Evaluation 101, workshop presented by John McLaughlin at the American Evaluation Association annual conference, Atlanta, Georgia, Nov.1-2, 2004 9 am-4 pm (14 hours).

Other Experience and Professional Memberships

2010-	Member, Eastern Evaluation Research Society
2009-	Member, Drucker Society of Western Pennsylvania
2004-	Member, American Evaluation Association
2004-2008	Member, National Association for the Education of Young Children
2010	Board Member, Montessori Regional Charter School, Erie, PA

Honors

2010	Invited Author Award, 33 rd Annual Conference of Eastern Evaluation Research Society, Galloway, NJ. The Invited Author Award is a special academic honor that recognizes exceptional scholarship by recently-published authors in the field of program evaluation.
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