

# Nancy C. Shank

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## Education

UNIVERSITY OF NEBRASKA-LINCOLN

*Doctor of Philosophy, Human Sciences*

February 2011

Dissertation: *Behavioral Health Providers and Electronic Health Records: An Exploratory Beliefs Elicitation and Segmentation Study*

UNIVERSITY OF NEBRASKA-LINCOLN

*Master of Business Administration*

Regents Fellow (1989-1990), Gore Fellow (1989-1990)

High Distinction Graduate, December 1990

BLOOMSBURG UNIVERSITY OF PENNSYLVANIA

*Bachelor of Science, Urban and Regional Planning*

Outstanding Senior Award (1984)

Summa Cum Laude Graduate, December 1984

## Professional Experience

ACTING DIRECTOR, PUBLIC POLICY CENTER

*University of Nebraska (September 2014 to present)*

ASSOCIATE DIRECTOR, PUBLIC POLICY CENTER

*University of Nebraska (November 1998 to September 2014)*

RESEARCH ASSOCIATE PROFESSOR, PUBLIC POLICY CENTER

*University of Nebraska (November 1998 to present)*

FACULTY ASSOCIATE, CENTER FOR HEALTH POLICY

*University of Nebraska Medical Center (2012 to present)*

Developed a successful program of research, funded through federal, state and other agencies, with major research foci including: information technology and health and human services, information and referral, inter-organization networks, human and information technology interaction, health and human services delivery systems. Create, identify financial resources to support, and implement a wide range of research and outreach projects to inform public policy; create and oversee evaluation plans; present project findings through reports, publications, and presentations; develop teams comprising faculty, policymakers, and stakeholders to develop projects and products; facilitate processes and groups; independently and collaboratively create grant applications and proposals (federal, state, local, and private); negotiate and manage contracts; oversee Center budgets; co-develop Center's organizational structure; consult with staff on a project management and strategy; position and promote the PPC; and assist in directing Center from its founding with 2.5 FTE/\$200,000 annual budget to an organization with 20 FTE/\$3 million annual budget.

NEBRASKA NETWORK FOR CHILDREN AND FAMILIES MANAGER

*Center on Children, Families and the Law*

*University of Nebraska-Lincoln (February 1995 to November 1998)*

Managed the implementation of the Nebraska Network for Children and Families and the IDEAS project, a statewide Internet-based information and communication network for families and professionals involved in Nebraska's health, services and educational systems funded primarily through two federal national demonstration grants; collaborated with broad range of public and private organizations; managed Internet presence (web, discussion group and other applications); supervised staff; developed grant proposals; presented project-related trainings and research at conferences and workshops; and organized advisory teams.

SPECIAL PROJECTS DIRECTOR

*College of Business Administration*

*University of Nebraska-Lincoln (April 1993 to February 1995)*

Designed and coordinated informational campaign for state legislature; created an external relations strategy to serve a variety of College constituencies; worked with alumni; designed and prepared proposals and related budgets; and monitored development budgets.

#### DEPUTY DIRECTOR

*Lincoln Action Program (June 1991 to May 1992)*

Administered financial and personnel functions for a community action program with 60 employees; supervised a variety of programs and staff, including human service, financial and accounting staff; monitored and developed budgets and grant applications; developed two national demonstration programs through Head Start; and worked regularly with agency board of directors and related committees.

#### PUBLIC INFORMATION SPECIALIST I

*City of Lincoln, Nebraska (July 1990 to June 1991, part-time while pursuing MBA)*

Assisted in planning, marketing and implementing City co-sponsored events; performed fund raising and sponsorship marketing activities; worked with various committees to coordinate activities; oversaw print and graphic design activities; performed creative copywriting; prepared announcements, news releases and promotional materials.

#### DEPARTMENT OF ECONOMIC AND COMMUNITY DEVELOPMENT

*City of York, Pennsylvania*

OPERATIONS MANAGER (*June 1985 to August 1989*)

ADMINISTRATIVE ASSISTANT (*June 1985 to July 1986*) Administered financial, logistical and personnel functions within 60 member Department of Economic and Community Development; developed and monitored annual Community Development Block Grant budget, city general fund budgets, and various state and federal loans and grants (totaling over \$3 million annually); served as liaison to federal and state agencies, local subrecipient organizations and the private sector; and worked with human service organizations to prepare proposals and measure accomplishments.

#### PLANNER

*Clinton County Planning Commission, Pennsylvania (January through June 1985)*

Performed planning and zoning duties; developed successful grants.

## Major Federal Projects and Grants

- U.S. Department of Agriculture and Substance Abuse and Mental Health Services Administration through Michigan State. Research Director. Administrative Data as Early Warning Measures Within Community Indicators Process. \$150,000 (2015)
- U.S. Department of Health and Human Services Agency for Healthcare Research and Quality, Ambulatory Safety and Quality Program: Improving Management of Individuals with Complex Healthcare Needs through Health IT Grant. Research Director. Chronic Mental Health: Improving Outcomes through Ambulatory Care Coordination. #1 R18 HS017838-01 - \$1,199,871 (2008-2013)
- U.S. Department of Health and Human Services Office of the National Coordinator for Health Information Technology. American Recovery and Reinvestment Act of 2009, Health Information Technology, Incentives for the Use of Health Information Technology Extension Program: Regional Centers. Cooperative Agreement # 90RC0018/01. Subgrant through Wide River Technology Extension Center for workforce development - \$285,861 (2010-2012)
- U.S. Department of Health and Human Services Agency for Healthcare Research and Quality, Transforming Healthcare Quality Through Health Information Technology Implementation Grant. Principal Investigator. Health Information Exchange: A Frontier Model. #1 UC1 HS 16143-01 - \$1,498,623 (2005-2009)
- U.S. Department of Health and Human Services Agency for Healthcare Research and Quality, Transforming Healthcare Quality Through Health Information Technology Planning Grant. Principal Investigator. Regional Health Records for Frontier Communities. #1 P20 HS015365-01 - \$198,772 (2004-2005)
- U.S. Department of Commerce Telecommunications Opportunities Program. Principal Investigator. Bridging the Gap: Information and Referral Database Interoperability. #31-60-03013 - \$600,000 (2003-2006) (one of 28 awardees in a competition of 569 applicants)
- U.S. Department of Health and Human Services Office of Community Services' Compassion Capital Fund Demonstration Program (Collaborating partner) - \$3.7 million (2002-2005)
- U.S. Department of Health and Human Services Centers for Medicare and Medicaid Services' Systems Change Grant for Community Living (Co-author, developed for the State of Nebraska) - \$2 million (2001-2004)
- U.S. Department of Health and Human Services Health Care Financing Administration Ticket to Work and Work Incentives Improvement Act of 1999 Medicaid Infrastructure Grants (Author, developed for the State of Nebraska) - \$2 million (2001-2005)
- U.S. Department of Commerce National Telecommunications Information Infrastructure Assistance Program (Co-author and Project Manager) - \$361,441 (1996-1998)

- U.S. Department of Health and Human Services Special Project of Regional and National Significance (Manager) - \$323,590 (1995-1998)
- U.S. Department of Health and Human Services Administration for Children and Families' Head Start program (Manager) (1991)  
Family Resource Center National Demonstration (1991)  
Transition National Demonstration (1991)
- U.S. Department of Housing and Urban Development Community Development Block Grant (Author and Manager) - approximately \$1.5 million annually (1986 - 1989)

## Other Selected Projects

- Lincoln Community Foundation. Prosper Lincoln. Design and collection of over 2,000 ideas from city residents, qualitative analysis, and design of stakeholder prioritization process. \$28,000 (2015)
- Lower Platte South Natural Resource District. Board long term planning retreat development. \$9,500. (2015)
- Greater Omaha Region Education Data Working Group. Planning and developing group processes for metric identification and leading team to compile and present data. \$40,000. (2014-15).
- Nebraska Department of Motor Vehicles. Analysis of move to regional driver's license delivery system. \$28,000. (2015).
- Nebraska Children and Families Foundation. Authored four white papers about extended learning opportunities that included survey, interviews, and literature review. \$5,000. (2014)
- Nebraska Federation of Families for Children's Mental Health. Development of business and financial models for extending case management software product to other human service organizations. \$5,000. (2014).
- Region V Behavioral Health Authority. Consultation regarding organizational capacity for integrated continuous quality improvement. \$37,622. (2013-15).
- Region V Behavioral Health Authority. Process evaluation: Privatization of services previously provided by the Community Mental Health Center. \$113,515. (2013-15).
- Nebraska Department of Motor Vehicles. Vehicle titling and registration business case. \$19,988. (2013).
- Nebraska Department of Natural Resources. Consultation regarding the overall vision and planning for public engagement, assistance with formulating and implementing stakeholder feedback processes, and consultation on organizational management. \$137,145, \$150,000. (2013-15).
- Lincoln Community Foundation. Identifying metrics, compiling data, authoring report, and presenting results of Lincoln Vital Signs project. \$106,823. (2013-15).
- Nebraska Department of Natural Resources. Water Sustainability Task Force Planning and Facilitation. \$6,798. (2013).
- Nebraska State Patrol. Guided request for proposal process for records management system. \$20,498. (2013).
- Central Nebraska Public Power and Irrigation District. Strategic planning process and facilitation. (2013-15)
- Nebraska Department of Natural Resources. Scan of other state public participation practices, public survey development and analysis, and strategic planning consultation. \$72,327. (2011-13).
- Texas 2-1-1. Cost benefit analysis. Co-author for Policy Analysis and Program Evaluation Services' 10-year cost benefit analysis of the value of 2-1-1. \$8,000. (2011-12).
- Nebraska Department of Natural Resources. Strategic planning consultation. \$5,000 (2011).
- Asian Community Cultural Center. Evaluator. Design and implement research plan to evaluate the impact of an ethnic self-help grant, funded by a grant from the U.S. Department of Health and Human Services, Office of Refugee Resettlement. \$2,500. (2010-11).
- Nebraska Children and Families Foundation Expanded Learning Opportunities Fund Mapping Project. Principal Investigator for project that identified and summarized local, state, and federal funding for early childhood, afterschool, and parent involvement programs in Nebraska. \$4,500. (2009-2010).
- The Cloudburst Group. Catalog of Major Health and Human Service Data Standards and Initiatives: Possibilities for Data Sharing. Independent Contract. U.S. Department of Housing and Urban Development Contract C-ATL-01878. \$10,000. (2008-09).
- Nebraska Information Technology Commission. Wrote grant proposal to support the Western Nebraska Health Information Exchange. \$100,000 grant. (2008-09).
- Nebraska Children and Families Foundation Expanded Learning Opportunities Fund Mapping Project. Principal Investigator for project that identified and summarized local, state, and federal funding for early childhood, afterschool, and parent involvement programs in Nebraska. \$5,000. (2008).
- Red Cross of America Disaster Data Sharing Project. Principal Investigator for project to identify interoperability issues in data exchange between two propriety software vendors exchanging data for disaster preparedness and response. \$4,200. (2008).
- Chadron Community Hospital. Principal Investigator for public health interface with health information exchange, funded by U.S. Department of Health and Human Services, Health Resources and Services Administration,

- Rural Health Network Development Program. Western Nebraska Health Information Exchange Network #D06RH06884-01-00. \$164,979. (2006-2009).
- Asian Community Cultural Center. Evaluator. Design and implement research plan to evaluate the impact of an ethnic self-help grant, funded by a grant from the U.S. Department of Health and Human Services, Office of Refugee Resettlement. \$30,000. (2006-2009).
- Woods Foundation. Project Director. Support for the ne211.org database and website. \$60,000. (2006-2009).
- Kimball Health System. Principal Investigator. Develop and analyze employee survey, and re-administer and compare a year later. \$6,000. (2005, 2006).
- United Way of America. Principal Investigator. Evaluation of the MidSouth Delta 2-1-1 Development Project, integrative case studies, funded by WK Kellogg Foundation. \$20,000. (2005-2007).
- Lincoln/Lancaster County Health Department. Principal Investigator. Design and implement data aggregation and collection process. \$10,000. (2005).
- Nebraska Unicameral. Principal Investigator. Developmental Disabilities Service Coordination Research Study. \$10,000. (2004-06).
- National Benefit/Cost Analysis of Three Digit-Accessed Telephone Information and Referral Services. Advisory Panel. Convened by the Ray Marshall Center for the Study of Human Resources, Lyndon B. Johnson School of Public Affairs, University of Texas at Austin (Agreement UTA04-160 with the United Way of America). (2004).
- United Way of Lincoln/Lancaster County. Principal Investigator. Planning, facilitation, and evaluation of fund distribution teams, \$14,500. (2003).
- Nebraska Department of Health and Human Services, Office of Family Health, Maternal and Child Health Capacity Building. Principal Investigator. Research design, implementation, and report production. \$6,000. (2003).
- Nebraska Department of Health and Human Services Real Choice. Principal Investigator. Project implementation planning and Data Team strategizing, planning, facilitating, research, presentation, and reporting. \$33,802. (2001-2003).
- Nebraska Department of Health and Human Services. Principal Investigator. Partnering to Reach Integrated Competitive Employment Research Agenda: Medicaid Buy-In model and alternative development; personal assistance internal analysis of state practices, development of service delivery models, analysis of state capacity and external agency ability and willingness to undertake brokerage activities, presentation of components, and research on best practices; coordination of enrollment projections using econometric and proportional modeling and cost/benefit analyses; research the effect of higher income on various supportive programs and services; consumer interview tool development and analysis; and participation and presentation in project advisory committee meetings and subcommittee activities. \$418,000. (2001-2003).
- Nebraska Department of Health and Human Services/United Way of the Midlands 211. Principal Investigator. Survey existing information and referral services and conduct a cost/benefit analysis of a statewide 211 model. \$76,195. (1999-2000).
- State of Nebraska Unicameral, Child Support Disbursement Project. A study of child support issues to recommend how Nebraska could preserve existing strengths and reduce or eliminate weakness in its child support customer service system as the state complied with a federal mandate to develop a centralized state disbursement unit for the receipting and disbursement of child support payments. \$76,000 (1999).

## Peer Reviewed Publications

- Abdel-Monem, T., Herian, Mitchel N., & **Shank, N.** (2013). *Electronic medical records and public perceptions: A deliberative process. International Journal of Healthcare Information Systems and Informatics, 8*(3), 38-57. doi: 10.4018/jhisi.2013070103
- Herian, M., **Shank, N.**, & Abdel-Monem, T. (2012). Trust in government and support for governmental regulation: The case of electronic medical records. *Health Expectations, 17*, 784-794. doi: 10.1111/j.1369-7625.2012.00803.x
- Shank, N.** (2012). A review of the role of cost benefit analyses in 2-1-1 diffusion. *American Journal of Preventive Medicine, 43*(6S5), S497-S505.
- Shank, N.** (2012). Behavioral health providers' beliefs about health information exchange: A statewide survey. *Journal of the American Medical Informatics Association, 19*(4), 562-569. doi: 10.1136/amiajnl-2011-000374
- Shank, N.**, Willborn, E., PytlikZillig, L., & Noel, H. (2012). Electronic health records: Eliciting behavioral health providers' beliefs. *Community Mental Health Journal, 48*(2), 249-254. doi: 10.1007/s10597-011-9409-6

Tomkins, A. J., Hoppe, R. D., Herian, M. N., PytlikZillig, L. M., Abdel-Monem, T., & **Shank, N. C.** (2012). Public input for city budgeting using e-input, face-to-face discussions, and random sample surveys: The willingness of an American community to increase taxes. *Proceedings of the European Conference on e-Government* (Vol. 2), 12, 698-707.

DeKraai, M.B., Bulling, D.J., **Shank, N.C.**, & Tomkins, A.J. (2011). Faith-Based organizations: A model for participation in the delivery of behavioral health care. *Journal of Psychology and Theology*, 39, 255-267.

**Shank, N.** (2009). Nonprofits & technology [Review of the book, *Nonprofits & technology: Emerging research for usable knowledge*, by M. Cortes & K.M. Rafter]. *Journal of Technology in Human Services*, 27, 241-243.

**Shank, N.**, Sokol, B., Hayes, M., & Vetrano, C. (2008). Human services data standards: Current progress and future vision in crisis response. *Proceedings of the International Conference on Information Systems for Crisis Response and Management*, USA, 352-361.

Richter, E.M., Voss, A., Barba, M., Wiener, R.L. & **Shank, N.** (2006). The effectiveness of online government: An analysis of Nebraska's 2-1-1 website. Poster session presented at the *Annual Meeting of the Society for the Psychological Study of Social Issues*, Long Beach, California.

Tomkins, A., **Shank, N.**, Tromanhauser, D., Rupp, S. & Mahoney, R. (2005). United Way and University partnerships in community-wide human services planning and plan implementation: The case of Lincoln/Lancaster County, Nebraska. *Journal of Community Practice*, 13(3), 55-72.

**Shank, N.** (2004) Database interoperability: Technology and process for sharing resource information. *Information & Referral*, 26, 45-54.

**Shank, N.** & Rosenbaum, D. (2003). Examining the potential benefits of a 2-1-1 system: Quantitative and other factors. *Information & Referral*, 25, 1-25.

**Shank, N.**, Laible, D., Murphy-Berman, V. & Wright, G. (1999). Internet based information and support: use by parents of children with disabilities. *New Technology in the Human Services*, 12, 7-19.

**Shank, N.C.**, Roesch, S.C., Murphy-Berman, V. A., & Wright, G. F. (1996). Use of the Internet for at-risk families receiving service coordination. In B. Glastonbury (Ed.), *Dreams and Realities Information Technology in the Human Services* (pp. 133-147). STAKES: National Research and Development Centre for Welfare and Health.

## Selected Other Publications

**Shank, N.**, Hoffman, S., & Perkins, T. (2014). Lincoln Vital Signs 2014. Lincoln, NE: University of Nebraska Public Policy Center.

**Shank, N.** (2013). *Vehicle titling and registration business case*. Lincoln, NE: University of Nebraska Public Policy Center.

**Shank, N.** & Sutter, H. (2013). *Report of Public Response: Potential Modification of Rules Related to the Determination of Fully Appropriated Basins, Subbasins, or Reaches*. Lincoln, NE: University of Nebraska Public Policy Center.

O'Shea, D., Olson, J., & **Shank, N.** (2012). *The Value of 2-1-1 Texas Information and Referral Network: Benefits/Costs Analysis 2011-2012*. Austin, TX: Policy Analysis and Program Evaluation Services.

**Shank, N.** (2011). *Nebraskans' Views about State Water Quantity Management*. Lincoln, NE: University of Nebraska Public Policy Center.

Perkins, T. & **Shank, N.** (2010). *Fusion project evaluation: 2009-2010*. Lincoln, NE: University of Nebraska Public Policy Center.

Perkins, T., **Shank, N.**, & Cole, J. (2010). *Expanded Learning Opportunities: Updated Fund Mapping*. Lincoln, NE: University of Nebraska Public Policy Center.

Perkins, T. & **Shank, N.** (2009). *Fusion project evaluation*. Lincoln, NE: University of Nebraska Public Policy Center.

**Shank, N.** (2009). *Understanding human services utilization: Opportunities for data sharing between federally funded programs*. For the U.S. Department of Housing and Urban Development Contract C-ATL-01878. Landover, MD: The Cloudburst Group.

Abdel-Monem, T., Herian, M., & **Shank, N.** (2009, May). Nebraskans weigh in on electronic medical records. *Access: Newsletter of the Nebraska Office of Rural Health, Nebraska Department of Health & Human Services, Division of Public Health, and the Nebraska Rural Health Association, 54, 3-4.*

Herian, M. & **Shank, N.** (2008). *Expanded learning opportunity fund mapping project*. Lincoln, NE: University of Nebraska Public Policy Center.

Cottingham, I., Kutsch, B. & **Shank, N.** (2008). *A case study in data sharing: 211 Helplink and the AIRS XSD*. Lincoln, NE: University of Nebraska Public Policy Center.

**Shank, N.** (2007). *2-1-1 in the Mid South Delta: A collective case study*. Lincoln, NE: University of Nebraska Public Policy Center.

**Shank, N.** & Perkins, T. (2006). *Developmental disabilities service coordination in Nebraska*. University of Nebraska Public Policy Center Web site: <http://www.ppc.nebraska.edu>.

**Shank, N.** (2005). *Panhandle Regional Health Information Exchange Plan*. University of Nebraska Public Policy Center Web site: <http://www.ppc.nebraska.edu>.

**Shank, N.** & Hoffman, S. (2005). *Kimball Health System employees survey*. University of Nebraska Public Policy Center.

**Shank, N.** (2004, December). Sharing resource databases. *Alliance of Information and Referral Systems News, 28, 1-2.*

University of Nebraska Public Policy Center. (2004). *Security and prosperity: A preliminary report on the January 2004 By the People citizen deliberations*. University of Nebraska Public Policy Center Web site: <http://www.ppc.nebraska.edu>.

**Shank, N.** (2003). *Recommendations on creating a statewide information resource for human services*. University of Nebraska Public Policy Center Web site: <http://www.ppc.nebraska.edu>.

**Shank, N.** & Perkins, T. (2003). *Intermediary service organizations providing personal assistance services: Implementation lessons*. University of Nebraska Public Policy Center Web site: <http://www.ppc.nebraska.edu>.

**Shank, N.,** Perkins, T. & Wilson, B. (2002). *The impact of earnings of Nebraskans with disabilities on their eligibility for selected services and programs*. University of Nebraska Public Policy Center Web site: <http://www.ppc.nebraska.edu>.

**Shank, N.,** Rosenbaum, D. & Wright, G. (2000). *Survey of existing I&R services and a Nebraska 211 system cost/benefit analysis*. University of Nebraska Public Policy Center Web site: <http://www.ppc.nebraska.edu>. This report has generated considerable national interest and has served as the basis for analysis and policy discussion in Arizona, Arkansas, California, Connecticut, Louisiana, Maryland, Pennsylvania, and Washington, as well as for support of the national Calling for 2-1-1 Act of 2003 introduced as bipartisan legislation (HR 3111 and S 1630) that would expand 2-1-1 service nationwide.

University of Nebraska Public Policy Center. (1999). *Nebraska child support collection and disbursement system implementation project*. University of Nebraska Public Policy Center Web site: <http://www.ppc.nebraska.edu>.

**Shank, N.** (1998). Using Internet Technology to Help Special Needs Families. *Family Futures, 2, 19-21.*

## National and International Presentations

Tomkins, A.J., Hoppe, R.D., Herian, M.N., PytlikZillig, L.M., Abdel-Monem, T., & **Shank**, N.C. (2012, June). *Public input for city budgeting using e-input, face-to-face discussions, and random sample surveys: the willingness of an American community to increase taxes*. Presented at the 12th European Conference on eGovernment (ECEG 2012), Barcelona, Spain.

**Shank**, N. (2010, January). *Behavioral health providers and HIE: A Preliminary Study*. Presented at the AHRQ webinar Chronic Mental Health: Improving Outcomes through Ambulatory Care Coordination, January 19, 2010.

Jahn, E., **Shank**, N., Vetrano, C., & Cate, G. (2009, October). *Human services standards collaboration within NIEM*. 2009 NIEM National Training Event, Baltimore, MD.

**Shank**, N. & Jahn, E. (2009, April). Human Services XML Workgroup. Presented at the 2009 National Human Services Data Consortium Spring Conference, Las Vegas, NV.

Woods, K., **Shank**, N. & Willborn, E. (2009, April). *Public health reporting: The complexity of the current system*. Presented at the Healthcare Information and Management Systems Society HiMSS '09 Conference, Chicago, IL.

**Shank**, N., Sokol, B., Hayes, M. & Vetrano, C. (2008, May). *Human services data standards: Current progress and future vision in crisis response*. Presented at the 5th International Conference on Information Systems for Crisis Response and Management, Washington, D.C.

**Shank**, N., Sumner, J., Jahn, E. & Canavan, D. (2008, May). *Merging I&R Databases Using the AIRS XSD*. Presented at the 2008 Alliance for Information and Referral Systems Annual Conference, Houston, TX.

**Shank**, N., Hayes, M. & Jahn, E. (2008, April). *Developing a Use Case to Document the Need for a Human Service Data Exchange Standard*. Presented at the 2008 National Human Services Data Consortium Spring Conference, Portland, OR.

**Shank**, N. (2007, September). *An HIE Business Model for Rural Areas: Elusive as a Jackalope? Preliminary Notes from a Western Nebraska Collaborative*. Invited Presentation, Developing the Business Case for HIE session, at the 2007 Agency for Healthcare Research and Quality (U.S. Health and Human Services) Annual Meeting, Bethesda, MD.

Kamble, K., **Shank**, N., Woods, K., Willborn, E. & DeKraai, M. (2007, August). *Western Nebraska Health Information Exchange: Where does all the data go?* Poster at the Office of Rural Health Policy (U.S. HHS) All Programs Meeting, Washington, D.C.

Hayes, M., **Shank**, N., Vetrano, C. (2007, April). *Information sharing and the role of standards*. Presented at the National Human Services Data Consortium, New Orleans, LA.

**Shank**, N. *Invited* (2005, November). *A planning and capacity-building approach to create the collaborative will for health information exchange among rural Critical Access Hospitals*. Presented at the World Research Group Healthcare Information Management Series Conference on Launching and Managing Regional Health Information Organizations: Implementing Health Information Data Exchange to Improve Patient Safety, Reduce Medical Errors at Point of Care and Impact ROI, Las Vegas, NV.

**Shank**, N., Bishop, P., & Galleon, M. (2005, June). *Sharing database resources is not a mirage*. Presented at the 2005 Alliance for Information and Referral Systems Annual Conference, Tucson, AZ.

**Shank**, N. *Invited* (2005, June). *Interoperability and information and referral*. Presented at the 2005 National Aging and Disability I&R/Aging Symposium, Tucson, AZ.

**Shank**, N., Bishop, P., & Galleon, M. (2004, May). *Database interoperability standards: Update on approved standards and its implication for databases and software programs*. Presented at the 2004 Alliance for Information and Referral Systems Annual Conference, Norfolk, VA.

**Shank**, N., Boes, S., Moore, J.M., Newberry, D., & Smith, T. (2004, May). *Resource database interoperability: Our tales and triumphs of working across software products and agencies to create integrated systems*. Presented at the 2004 Alliance for Information and Referral Systems Annual Conference, Norfolk, VA.

**Shank, N.** (2000, August). *Nebraska Network for Children and Families: Family empowerment and service coordination on the information superhighway*. Presented at the International HUSITA Conference - Information Technology in the Human Services, John von Neumann Computer Society (NJSZT) at Semmelweis University of Medical Sciences, Budapest, Hungary.

Deethardt, S. & **Shank, N.** (1998, June) *Information technology as your partner*. Presented at the Colorado Statewide Child Welfare Conference, Vail, CO.

**Shank, N.** & Wright, G. (1998, February). *The Partnership IDEAS Network*. Presented at the Connecting All Americans for the 21st Century: Telecommunications Links in Low Income & Rural Communities Conference, Washington, D.C.

Iwan, M.J., Wright, G., & **Shank, N.** (1997, September). *Interactive Internet technology*. Presented at the 15th Annual Home and Community Based Waiver Services National Conference, Philadelphia, PA.

**Shank, N.** & Wright, G. (1996, June) Use of the internet for at-risk families receiving service coordination. Presented at the International HUSITA Conference - Information Technology in the Human Services, University of Lapland, Rovaniemi, Finland.

## State and Regional Conference Presentations

Bartle, B., **Shank, N.**, & Hoppe, R. (2015, February). *Vital Signs*. Presented at the 2015 Housing Innovation Marketplace, Omaha, NE.

**Shank, N.**, Welna, S., & Wrobel, S. (2010, April). *Who Controls the Data? Consumer Issues in Healthcare*. Presented at the 2010 Infotech Conference, Omaha, NE.

**Shank, N.** & Woods, K. (2006, September). Health Information Exchange: The Panhandle Planning and Implementation. Presented at the 2006 Nebraska Rural Health Annual Conference, Kearney, NE.

**Shank, N.** (2005, September). *RHIOs and what they mean to health information management*. Presented at the Nebraska Health Management Information Association Fall Conference, Lincoln, NE.

**Shank, N.** (2005, February). *Regional Health Records: A Planning Process*. Presented at the 2005 Nebraska Telehealth Annual Conference, Kearney, NE.

**Shank, N.** (November 1998). *The Nebraska Network for Children and Families experience: Discovering support*. Presented at the Parents Encouraging Parents Conference, Grand Island, NE.

Hammack, D., & **Shank, N.** (1998, October). *Nurturing through networks: How high-tech can be high-touch*. Presented at the Investing in Children and Families: The Business of Nurturing, Lincoln, NE.

Wright, G. & **Shank, N.** (1998, March). *Finding information and support in all the right places: how you can find access to and use the Internet*. Presented at the Early Years: Children, Families, and Communities Statewide Conference, Grand Island, NE.

Shandera, L., Luebbbers, J., Baker, N., **Shank, N.**, & Wright, G. (1997, October). *Partnership IDEAS network uses Internet to connect families and professionals*. Presented at the Investing in Children and Families: Managing Change Statewide Conference, Lincoln, NE.

Iwan, M., Wright, G., & **Shank, N.** (1997, October). *Presentation of Partnership IDEAS Network and the HHSS system web page*. Presented at a Legislative Briefing, State Capitol, Lincoln, NE.

Wright, G., **Shank, N.**, Kringle, S., & Hendrickson, D. (1997, September). *Disability networking and information: How the Nebraska Network for Children and Families can help*. Presented at the 1997 Developmental Disability Council Retreat, Kearney, NE.

Wright, G. & **Shank, N.** (1997, July). *Empowering families through the Internet*. Presented at the Summer Internet Conference, Norfolk, NE.



**Shank, N.** (1997, April). *Internet access: Connecting foster families and families with children in service coordination*. Presented at UNL Cooperative Extension Inservice Training, Lincoln, NE.

**Shank, N.**, Shandera, L., & Baker, N. (1997, March) *What the future holds: Empowering families in the 21st century*. Presented at the Early Years: Children, Families, and Communities Statewide Conference, Grand Island, NE.

Wright, G., **Shank, N.**, Shandera, L., Luebbers, J., & Baker, N. (1996, October). *Empowerment of families through the use of internet*. Presented at Investing in Children and Families Through Partnerships Statewide Conference, Lincoln, NE.

## Editorial Review Board

Editorial Review Board Member, *Journal of Technology and Human Services* (2009- present).

## Manuscript Reviewer

*Health Expectations*

*Journal of Technology and Human Services*

## Grant Review Panels

National Review Panelist for Community Networking Grants. U.S. Department of Commerce National Telecommunications Information Infrastructure Assistance Program, Washington, D.C. (2004, June).

National Review Panelist for Community Networking Grants. U.S. Department of Commerce National Telecommunications Information Infrastructure Assistance Program, Washington, D.C. (1998, April).

## Scholarly Committees

Undergraduate UCARE Advisor - Sarah Williams, 2010 - 2011

## Selected Facilitation Activities

FACILITATOR, Greater Omaha Region Education Data Working Group. (2014 - present). Planning and facilitation of strategic sessions for leadership of area's largest business, government, educational, and philanthropic sectors. Omaha, Nebraska.

FACILITATOR, Central Nebraska Public Power and Irrigation District. (2012, 2013, 2014). Planning and facilitation of strategic planning sessions for board and staff. Lincoln and Holdrege, Nebraska.

CO-FACILITATOR, Legislatively-created Water Sustainability Task Force (34 members). (2013, July 19). Planning and facilitation of public, day-long inaugural meeting to create governance and process structures and select a consultant for future work. Lincoln, Nebraska.

FACILITATOR, Quest meeting. (2011, September 12-13). Planning and facilitation of meeting of public media stations from across the United States to determine how to move forward. Kaneko Open Space, Omaha, Nebraska.

FACILITATOR, Taking Charge 2011 – A Community Conversation on the City Budget. (2011, June 18). Deliberative Discussion with Residents and City Officials about priorities for the City of Lincoln budget. Lincoln, Nebraska.

CO-FACILITATOR, Nebraska State Bar Association House of Delegates. (2008, April 3-4). Planning and facilitation of strategic direction meeting. Doubletree Hotel, Omaha, Nebraska.

FACILITATOR, United Way and Centraide International Leaders Summit. (2007, June 21-22). Facilitation of Community Impact Break-out Group of leaders of 2-1-1 in the United States and Canada. General Motors University, Detroit, Michigan.

FACILITATOR, Nebraska Health Information Initiative Board of Directors. (2007). Facilitation of new Board of Directors to oversee creation of a Nebraska health information exchange throughout Nebraska.

CO-FACILITATOR with Paul Ladehoff. United Way of Lincoln/Lancaster County Family Violence Fund Distribution Team. (2003). Pilot project over several months of meetings to bring United Way volunteers and agency representatives together to make consensus-based fund distribution recommendations. Lincoln, Nebraska.

CO-FACILITATOR with Paul Ladehoff. Real Choice Data Team. (2002). Statewide coalition of stakeholders convened over several months of meetings through a state federal grant to make recommendations on creating a statewide information resource for human services. Lincoln, Nebraska.

## Media Coverage

### Governmental

Agency for Healthcare Research and Quality (March, 2013 – No. 391, p. 24). Behavioral health providers are generally positive about health information exchanges. Highlights findings of Shank (2012) *Journal of American Medical Informatics Association* article.

## Television

- KOLN/KGIN Lincoln/Greater Nebraska (March 25 & 26, 1998) - A story about the IDEAS project broadcast on Nebraska's CBS television affiliate for Lincoln and nearly all of Greater Nebraska.
- HHS "Bridging the Gap" cable show (taped February 23, 1998 with various replays) - A half-hour television program broadcast on Omaha's public access station.
- Media Conference, "Nebraska State Agencies Collaborate with the Partnership IDEAS Network to Reach Families," hosted by Lt. Governor Kim Robak, Papillion/Omaha area (October 7, 1997).
- Wellness Connection (October 18, 1997) - news segment broadcast by three Omaha television stations created by Creighton University.
- KOLN/KGIN Lincoln/Greater Nebraska (July 23, 1997) - a segment about a mother finding information through the IDEAS discussion groups about a group home setting close to her home for her son with severe Autism who was moving from Maine to Nebraska broadcast on Nebraska's CBS television affiliate for Lincoln and nearly all of Greater Nebraska.

## Radio

- KZUM *Community Matters* (October 2014) – interview about Lincoln Vital Signs
- KZUM Human Services Connections (September 2014) - interview about Lincoln Vital Signs
- KGFW (January 2004) - interview about the Public Policy Center's Security and Prosperity: A Preliminary Report on the January 2004 By the People Citizen Deliberations
- Nebraska Public Radio (October 2003) - a story about the U.S. Department of Commerce-funded project to develop a statewide coordinated database for human services.
- KIOS Radio - Omaha/Lincoln (May 7, 1998) - half-hour segment about the IDEAS project for Omaha's public radio station.
- Nebraska Nightly, Nebraska Public Radio (April 1, 1998) - a story about the IDEAS project for the award-winning Nebraska Nightly program of Nebraska Public Radio/
- KRGI Interview (October 8, 1997) - interview for story about the IDEAS project for the Grand Island area.
- KFAB (October 8, 1997) - interview for story about the IDEAS project for broadcast in the Omaha and Lincoln area.

## Newspapers

- The Papillion Times (two articles, November 1998) - story about the IDEAS project in the daily newspaper serving an Omaha-area community.
- Shank, N. (1998, April 3). CCFL, pharmacists team to provide drug info. *The Scarlet*, p. 1.
- Shank, N. (1998, January 23). CCFL project pairs internet with training opportunities. *The Scarlet*, p. 1.
- Papillion Times (October 8, 1997) - story about the IDEAS project in the daily newspaper serving an Omaha-area community.
- Lincoln Journal Star (September 1996) - article about the grant award in the daily newspaper serving Lincoln and Lancaster County.

## Professional and Civic Memberships, Activities and Awards

- Lied Center Grow A Show, Founding Member (2014 – present)
- Country Club of Lincoln (2010 – present)
- University of Nebraska-Lincoln Women's Club, Couple's Gourmet Group (2007 – present), Chair (2013 – present)
- University of Nebraska Alumni Association (1991 – present)
- Child Advocacy Center Board of Directors (2009-2014)
- eHealth Council, Nebraska Information Technology Commission (2007-2014)
- National Human Services Data Consortium, Board of Directors (2006-2014)
- Human Services XML Workgroup (2006-2012)
- Alliance of Information and Referral Systems (2003-2010)
- Alliance of Information and Referral Systems' XML Data Standards National Workgroup (2003-2009)
- Association for Public Policy Analysis and Management (1999-2008)
- Lt. Governor's Nebraska Health Information Security and Privacy Advisory Committee (2006-2007)
- Nebraska Health Information Initiative (neHII) Governance Committee (2006-2007), Board Member and facilitator (2007-2008), Advisory Committee (2005- 2009), Nominating Committee (2006-2007)
- United Way of America Community Information Sharing Systems Project Advisory Committee (2005-2006)
- Nebraska Maternal and Child Health Needs Assessment Committee (2002-2005), Strategic Planning Committee (2006-2007)
- YWCA Board of Directors (1998 - 2004), President (2003-2004)
- Long-Term Independence and Disability Seminar Planning Committee and roundtable facilitator (2003)
- Nebraska Repertory Theater Board of Advisors (1995-1999)

Star City Holiday Parade Board of Directors (1996-1999)  
Nebraska State Government Chapter National Management Association EXPOsition Team Award for Nebraska  
Network for Children and Families (1996)

## Participation in Selected Trainings and Workshops

CITI Course Completion and Renewals in the Protection of Human Research Subjects (2004 to present). University of Miami, Miami, Florida (In collaboration with the University of Nebraska-Lincoln).

Stewards of Children™ Sexual Abuse Prevention Training (2010). Darkness to Light® presented by the Child Advocacy Center. Lincoln, NE.

Writing Effective NIH Behavioral Science Grants (2008). University of Nebraska-Lincoln

Media Training (2005). SnitilyCarr. Lincoln, NE.

Health Information Technology Training (2005). Health Information Technology Certification.

Americans with Disabilities Act Supervisory Training (2003). University of Nebraska, Lincoln, NE.

Public Policy Facilitation (2002). The Mediation Center: Resources for Collaborative Decision Making, Lincoln, NE.

Interest-Based Group Facilitation (2002). The Nebraska Office of Dispute Resolution Training Institute.

Nebraska State Data Center Annual Conference (2002, 2003). Nebraska State Data Center at the University of Nebraska Omaha, Omaha, NE.

Writing Winning Grants - Dr. Stephen Russell (2001). Office of the Vice Chancellor for Research, University of Nebraska-Lincoln, Lincoln, NE.

Leadership Strategies: Fostering Interaction to Get the Job Done (2001). The Mediation Center: Resources for Collaborative Decision Making, Lincoln, NE.

Basic Mediation (2001). The Nebraska Office of Dispute Resolution Training Institute.

U.S. Department of Commerce National Telecommunications and Information Administration and Public Utility Law Project, "Connecting All Americans for the 21<sup>st</sup> Century: Telecommunications Links In Low Income & Rural Communities," (1998), Washington, D.C.

U.S. Department of Health and Human Services, Maternal Child Health Bureau Division of Services for Children with Special Health Care Needs, Managed Care Grantee Conference (1997), Alexandria, VA.

## References

Available Upon Request