

NANCY YARBROUGH

SUMMARY OF QUALIFICATIONS

An experienced Chief Executive Officer and advocate for human sex trafficking and domestic violence victims and survivors, especially those from diverse racial, ethnic, and socioeconomic backgrounds.

PROFESSIONAL EXPERIENCE

**Fresh Start Learning, Inc.
CEO**

**Milwaukee, WI
June 2005-Present**

A non-profit Community Based Organization providing support and services to youth and adult human sex trafficking and domestic violence victims and survivors.

SUMMARY

Responsible for the overall direction and implementation of the strategic goals and objectives of the organization as reflected in the mission and vision statements adopted by the Board of Directors.

Responsible for the management of programs and operations of Fresh Start Learning, including leading and managing staff resources and coordinating professional relations. Work in partnership with the Board and the staff to provide leadership, vision and direction for the organization and to develop organizational strategy. Implement policies approved by the Board, manage organization's programs and operations and represent organization in community.

Program and Service Oversight, Development and Delivery:

- Development and deployment of strategic plan and initiatives
- Provide leadership in developing and monitoring program outcomes
- Oversee design, marketing, promotion, delivery and quality of programs
- Establish initial personal line of communication with victims and advise victims of rights and resources
- Advise victims of the availability of support services and encourage and assist victims in contacting and commencing the utilization of those services
- Actively engage and energize volunteers, board members, event committees, and partnering organizations, and funders
- Implemented a team-based approach to resource development; led successful efforts to securing start up and sustainability resources
- Facilitate professional development and community awareness trainings and campaigns

Financial and Facilities Management

- Recommend yearly budget for Board approval
- Guide revenue-generating activities
- Accountable for the proper use, management, security and upkeep of facility

Community and Public Relations

- Assure the organization and its mission, programs, products and services are consistently presented in a strong, positive image to relevant stakeholders, including partner organizations, policymakers, media, and funders

- Play a central role in sensing the changing external environment and develop strategic responses to those changes
- Proactively seek out and develop new partnerships and strive to maintain sound relationships with other community organizations

Fundraising

- Oversee fundraising planning and implementation, including identifying resource requirements, researching funding sources, establishing strategies to approach funders, submitting proposals and administrating fundraising records and documentation
- Personally cultivate and solicit donors

9-to-5 Deputy Register/Canvasser for Voter Registration

**Milwaukee, WI
2014-Present**

- Manage overall tasks and activities for the voters
- Working knowledge of laws, voting system operations
- Extensive knowledge of voting policies and procedures
- Use qualitative ability to resolve issues through forward thinking
- Satisfactorily assist voters and others as needed

Peace Action Wisconsin Lead Community Organizer

**Milwaukee, WI
April 2015-Dec 2015**

- Manage all field activities including canvassing and phone banks
- Create Digital and Earned Media Communications
- Volunteer Recruitment and Development
- Event Planning and Implementation
- Coalition and Partnership Outreach Development
- Schedule and facilitate Coalition meetings
- Engage with Community, Labor, Faith-based and Electoral groups
- General Office and Administrative duties

St. Ann's Center for Intergenerational Care Trainer/Advisor

**Milwaukee, WI
June 2011- June 2014**

- Ensured curriculum and developmental practices were in place within the center
- Conducted tours for prospective parents and enrolling new families
- Created and implemented local marketing plans to drive enrollment
- Ensured licensing standards were met and assisted in the accreditation process for the center
- Monitored and managed the financial progress
- Ensured a safe environment for the children
- New hire orientation and employee guidelines implementation

Wells Fargo Home Mortgage, Default Loan Servicing Specialist

**Milwaukee, WI
Dec 2008 – June 2011**

- Liquidated delinquent mortgage loans
- Obtained financial specs from customer base to determine liquidation eligibility

- Defined creative, innovative methodologies to reduce portfolio delinquency
- Provided continuous customer education on available and/or newly implement mortgage services
- Utilized qualitative and quantitative ability to resolve basic customer situations
- Partnered w/ surrounding departments to exhaust all possible financial solutions
- Participated in meeting and exceeded department service level initiatives
- Accessed various financial tools to validate customer eligibility for mortgage liquidation programs

Community Outreach and Advocacy Expertise:

- 15+ years in outreach and advocacy, life skill coaching,
- The Human Trafficking Task force of Milwaukee, Racine and Sheboygan Counties
- Project return: Women's *I'm a Survivor Women's* empowerment group
- Human trafficking and Domestic Violence Awareness
- I am a Survivor Women's group
- Affiliation with End abuse Wisconsin
- Project Return
- Genesis: Women's Group Volunteer
- Urban League: 2015 Celebrating Families
- Human Trafficking Awareness

EDUCATION

*Multiple hours of Continuing education training for centers in Milwaukee area 2005-present
 Milwaukee Area Technical College, Mentor and Protégé Training '03;
 Wisconsin Department of Health and Family Services training, 25 hours continuing education classes
 such as Sid's, SDC food program, and CPR; Business Strategy/Program Director's training,
 infant/toddler – Professional credential, school Assistant Child Care Worker Training, families and
 Society Group Program, '04*



Nancy Yarbrough, Fresh Start Learning Executive Director, knows firsthand that diminishing sex trafficking and domestic violence not only involves providing outreach and direct services to victims and survivors, but also creating widespread community awareness of the reality of sex trafficking. With more than 25 years of training and assisting sex trafficking and domestic violence survivors, Nancy's direct experience working with crime victims coupled with her strong organizational leadership competencies, including strategic thinking, interpersonal effectiveness, and analytical focus, motivating others, change management, and customer centricity equip her with the ability to execute through forward thinking and take charge, make sound, and strategic decisions. Nancy has 10+ years' experience in facilitating outreach and advocacy, life skill coaching and is a member of The Human Trafficking Task force of Milwaukee, Racine and Sheboygan Counties.