

# MOLLY MCGRATH TIERNEY, M.ED.

2107 Pelham Ave. | Baltimore MD 21218  
443-799-9700 | [molly@mollytierney.com](mailto:molly@mollytierney.com)

## PROFESSIONAL EXPERIENCE

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### BALTIMORE CITY DEPARTMENT OF SOCIAL SERVICES

#### Director | 2008 to Present

Created a program and business model for social services to vulnerable children and families that ensured continuous and sustainable improvement of agency performance and that is now considered a national model. Outcomes over a 8 year period include:

- 71% reduction in the number of children in foster care
- 59% increase in adoptions
- 89% reduction in the number of children living in group homes
- 2% payment error rate
- 98% accuracy in the delivery of federal benefits to 215,000 citizens
- Named Maryland's Jurisdiction of the Year in 2009, 2010 and 2012

Responsible for the overall management of social services in Baltimore City including Child Welfare, TANF, and Homeless services. Managed 2500 employees and a \$750 million budget. Provided leadership for large scale reform in pursuit of substantially improved outcomes for low income children and families in Baltimore. Implemented an array of promising and evidenced based practices, including the rigorous and public use of data, the deployment of analytics to refine and target interventions for highest risk populations and communities, accountability for every employee and leadership development throughout the management team.

Redeployed government funds toward more effective programming. Developed new revenue streams of private dollars to fund programs and services focused on reducing teen pregnancy, improving school readiness, increasing literacy, and increasing school attendance. Responsible for media relations and marketing of public information, recruitment and public service messages for child safety and well being. Advised the Secretary and Mayor on policy and programs for vulnerable children and families and represented the Department to the state legislature.

### CITY OF CHICAGO

#### Office of Budget and Management

##### Deputy Director | 2007

Implemented performance management program that measured increased well-being among vulnerable families in Chicago and redirected resources toward more effective programs. Responsible for the management and oversight of 12 City Departments including Human Services, Workforce Development, Housing, Public health, Children and Youth Services, and Aging. Total budget exceeded \$950 million.

#### Department of Human Services

##### Deputy Commissioner | 2003 to 2006

Designed and implemented programs for families involved with Mayor Richard M. Daley's major human service reform plans, including:

- A privatized case management program for 15,000 public housing families during the reformation of the largest public housing system in the country.
- An array of services for families who are homeless or at risk of homelessness during the City's 10 year effort to end homelessness.

Reoriented all systems of care to outcomes based model. Developed partnerships with city and state agencies that leveraged funding and reduced duplication of services. Managed a \$44 million budget.

## **CHILD AND FAMILY SERVICES AGENCY, WASHINGTON, DC**

**Deputy Director | 2002**

Lead the DC public child welfare agency out of a 10 year period of federal receivership by transforming agency contracts to performance based system, developing the requisite technology for regular analysis of the caseload, and increasing the number of adoptions.

## **ANNIE E. CASEY FOUNDATION, BALTIMORE MD**

**Fellow | 2001**

Selected as one of ten national fellows for the Children and Family Fellowship Program. The eleven-month fellowship is designed for accomplished professionals from around the country who want to accelerate their professional and personal development in order to make a greater difference in improving life chances of children and families living in disadvantaged communities.

The program also involved a series of seminars provided by New York University's Wagner School of Public Policy as well as site visits to communities and organizations across the country that exhibit ground breaking work, and widespread exposure to leaders in the field of child welfare, education, public policy and community development.

## **ILLINOIS DEPARTMENT OF CHILDREN AND FAMILY SERVICES**

**Program Director | 1997-2001**

Integrated best practices from the Early Childhood field into the child welfare system in Illinois. Developed clinically based protocols for front line social workers that were age specific and which substantially raised the sophistication of clinical decision making statewide. Resulted in improved well-being outcomes for very young children in foster care: placement stability, academic readiness, behavioral health.

## **KALEIDOSCOPE, INC.**

**Program Supervisor | 1991-1996**

Provided intensive, individualized case management to families at risk of abuse, neglect and removal of children. Promoted to Supervisor in 1994.

## **APPALACHIA SERVICE PROJECT, JOHNSON CITY, TN**

**Center Director | 1987-1989**

Directed regional center for community organizing program.

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## **EDUCATION**

**Loyola University Chicago:** M.Ed. in Child Development | 1997

**University of North Carolina:** B.A. in American Studies | 1995

## AWARDS RECEIVED

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**Maryland Daily Record's Top 100 Women, Circle of Excellence** | 2016

**Maryland Daily Record's Top 100 Women** | 2014

**Greater Baltimore Committee, Sondheim Exemplary Leadership Award Honoree** | 2013

**Harvard University Innovations in American Government: Bright Ideas Award** | 2012

**Maryland Department of Human Resources Outstanding Jurisdiction of the Year** | 2012

**Maryland Daily Record's Top 100 Women** | 2011

**Maryland Department of Human Resources Outstanding Jurisdiction of the Year** | 2010

**Maryland Department of Human Resources Outstanding Jurisdiction of the Year** | 2009

**Harvard University Innovations in American Government: Semifinalist** | 1998

## PUBLICATIONS

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Tierney, M. (2016, November). From Family Data to Neighborhood Outcomes. *The Stanford Social Innovation Review*. Retrieved from [https://ssir.org/articles/entry/from\\_family\\_data\\_to\\_neighborhood\\_outcomes](https://ssir.org/articles/entry/from_family_data_to_neighborhood_outcomes)

Tierney, M. (2014, January). Rethinking Foster Care. *TEDx Baltimore*. Retrieved from <https://www.youtube.com/>

Tierney, M. (2008 - 2017). Blog Posts. Retrieved from <http://www.mollytierney.com>

## PROFESSIONAL ASSOCIATIONS

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**The Family League of Baltimore City Board of Directors:** Member | 2008 - present

**Head Start Governance Board Baltimore City:** Member | 2011 - present

**Leadership Greater Baltimore:** Fellow | 2011

**United Way of Central Maryland Community Partnership Board:** Member | 2011 - present

**Maryland Foster Youth Resource Center Executive Board:** Member | 2011

**The Annie E. Casey Foundation Children and Family Fellowship Network:** Member | 2002-present