



FRANK WHITE, JR.
Jackson County Executive

EXECUTIVE ORDER #24-04

**TO: MEMBERS OF THE LEGISLATURE
CLERK OF THE LEGISLATURE**

**FROM: FRANK WHITE, JR.
JACKSON COUNTY EXECUTIVE**

DATE: February 26th, 2024

RE: APPOINTING DIRECTOR OF COLLECTIONS

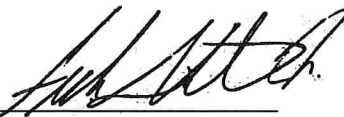
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FEB 26 2024

MARY JO SPINO
COUNTY CLERK

*gwr
9:00 am*

I hereby appoint Scott Lakin as Director of Collections to fill the vacancy occasioned by the resignation of Mari Ruck, effective immediately. A copy of his resume is attached.



Frank White, Jr.,
Jackson County Executive

2.26.2024
Date

Scott B. Lakin

Objective

I am looking for a management position based in the Kansas City region where I can use my skills and experience and bring value by helping to build and be part of or lead a team that meets deadlines, achieves goals and provides outstanding customer services.

Education

EXECUTIVE MBA, MAY 2011, HENRY BLOCH SCHOOL OF BUSINESS, UNIVERSITY OF MISSOURI AT KANSAS CITY.

BACHELORS OF SCIENCE, MAY 1980, BUSINESS ADMINISTRATION, WILLIAM JEWELL COLLEGE

CERTIFICATE IN STATE AND LOCAL LEADERSHIP, 2002 KENNEDY SCHOOL OF GOVERNMENT HARVARD UNIVERSITY

MASTER CERTIFICATE 2023 HIGH PERFORMANCE LEADERSHIP NATIONAL ASSOCIATION OF COUNTIES/PROFESSIONAL DEVELOPMENT ACADEMY

Experience

DIRECTOR OF REVENUE | ST. LOUIS COUNTY, MO JANUARY 2023 – SEPTEMBER 2023

- Was responsible for the billing, collection and distribution of over \$ 2 billion of taxpayer money.
- Oversaw 114 employees and a \$12 million department budget
- Helped implement a software upgrade improving data access to improved collection and distribution of taxes, customer service and research capabilities for improved decision making and public policy.
- Improved employee and taxpayer communication, services and opportunities.
- Improved customer services through automation and education.

PRESIDENT | LAKIN CONSULTING, LLC | MARCH 2016 – DECEMBER 2022

- Provided expert consulting services in the areas of government, public policy, insurance, Medicaid, business administration, and risk management
- Adjunct Professor at the Bloch School of Business and Management at the University of Missouri at Kansas City teaching Insurance & Risk Management. (2016 – 2022)
- Adjunct Professor at William Jewell College in Liberty, Missouri teaching Insurance & Risk Management (2022)
- Adjunct Professor at Donnelly College in Kansas City, Kansas teaching Business Law (2021-2022)

DIRECTOR OF A REGIONAL HEALTH CARE INITIATIVE | MID-AMERICA REGIONAL COUNCIL (MARC) | MARCH 2011 – FEBRUARY 2016

- Worked to provide health care for the uninsured and medically underserved in a 9-county area (two states).
- Worked with the Metropolitan Community College to establish training curriculum for *Community Health Workers*.
- Helped demonstrate to area safety net providers and FQHC's the importance of "after hours" care and oversaw a successful initiative that provided care coordination for the uninsured.
- Instrumental in helping regional clinics and organizations interested in enrolling uninsured through the *Federal Marketplace* including organizing, fostering collaboration, and providing strong outreach and problem solving to establish MARC in the Kansas City region as a "hub" for information and help to those regional organizations doing enrollments.
- Improved oral health access statewide for dental assistants and implemented a successful pilot program to divert patients from Emergency rooms to an oral health home. In addition, I helped establish and identify funding for a Dental Director in Missouri and contributed to the passing of Medicaid funding for oral health for adults in Missouri.

PRESIDENT | LAKIN CONSULTING, LLC | MARCH 2005 – MARCH 2011

- Provided expert consulting services in the areas of public policy, government, insurance, Medicaid, business administration, and risk management.
- Adjunct Professor at Park University for graduate class in health care (2014).

CO-FOUNDER AND VICE PRESIDENT | KEYSTONE MUTUAL INSURANCE CO. | 2007 TO PRESENT

- Provides Medical Malpractice liability insurance to medical providers.
- Member of the Board of Directors for Keystone Mutual Insurance.
- Serves as Vice-President of Government Affairs.
- Provides expert advice on insurance regulation and insurance marketplace.

DIRECTOR OF THE MISSOURI DEPARTMENT OF INSURANCE | MARCH OF 2001 – JANUARY 2005

- Oversaw as chief insurance regulator for the state a department of 143 employees and a \$24 million budget.
- Dramatically improved licensing division from one of the worst in the country to the best in the country winning state and national recognition.
- Improved and streamlined department operations for policy approvals, audits and agent licensing.
- Improved consumer services and communication to address over 100,000 annual consumer complaints and questions regarding insurance companies and agents' action or inaction.
- Helped write important and impactful legislation around "Prompt Pay" for providers and consumers.
- Instrumental in providing excellent customer service after a series of tornado and flood activities throughout the state of Missouri.
- Partnered with other regulators in other states to regulate and improve services to companies and policyholders.
- Led Missouri during an economic downturn threatening and creating a crisis in the Medical Malpractice Insurance markets in Missouri.
- Won awards as the number one department in state government for minority and women owned business contracting.

STATE REPRESENTATIVE – 33RD DISTRICT | MISSOURI GENERAL ASSEMBLY | JANUARY 1993 – JANUARY 2001

- Elected and reelected 4 times as state representative.
- Was one of the original sponsors of the A+ Schools program in the state which dramatically improved access to higher education.
- Was the original sponsor of a bill expanding access for children for health care.
- Sponsored and passed legislation that improved access and improved immunization rates for children.
- Served in numerous leadership capacities including Vice-Chair of Budget, Chairman of Capital Improvements, Chairman of Social Services and Corrections Appropriations and Chairman of Education and Public Safety appropriations.

Skills & Abilities

COMMUNICATION

- I have oratorical skills and the ability to make presentations in front of large or small groups.
- I have used my writing ability to communicate with the public, superiors, staff and employees to promote employee wellness, decision making and rationale around change management and leadership.
- I have authored many newsletters, newspapers and magazine editorials and opinion columns and articles.
- Experience being interviewed and handling questions and inquiries from the news media and outside organizations.
- Emphasized the importance of listening, empathy, communication and follow-up in customer service.
- A focus on communication upline to superiors and downline to employees.

LEADERSHIP

- Throughout my career(s) I have shown and been recognized as a leader including induction into my high school Hall of Fame, recognized as a Public Servant Fellow by my college, and as a leader in Health Care by the Missouri Hospital Association and the Missouri Nurses Association, Education by the NEA and the MO Community Colleges Association and in Government by the MO Association of Counties and the State of Missouri.
- I was the Board Chair for many non-profits including the Missouri Coalition for Oral Health and the MO Health Advocacy Alliance, and Treasurer of the Missouri Budget Project and Northland Health Care Access.
- Helped advance education and legislation around oral health including notification laws and expansion of Medicaid for adult dental as policy director and Chair of the Missouri Coalition for Oral Health.
- Played a substantial role as a Board Member of Consensus KC which helped provide forums for civil discussion on public policy.
- Graduate of Kennedy School of Government and its State and Local Leadership program. (2002)
- Master Certificate Graduate of the National Association of Counties (NACO), Professional Development Academy "High Performance Leadership" program. (2023)

REFERENCES:

Provided upon request

