

# LISA J. PINO, M.A., J.D., Esq.

(b)(6)

**ATTORNEY / MANAGER / SENIOR ADVISOR / OBAMA-BIDEN SES / BIDEN-HARRIS  
TRANSITION USDA ART / OPERATIONAL EXPERTISE / FORMER NATIONAL  
SECURITY OFFICIAL/ 'INACTIVE' TS-SCI CLEARANCE / ACTIVE BAR MEMBER**

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**Leader, immigration attorney, and problem-solver with expertise in operations, policy, and program implementation, budget management, HR, IT, legal, and other business line functions. Able to manage large workforce and drive complex initiatives. Experience in pandemic mitigation, crisis response, and emergency preparedness. 20+ years public and private sector experience. Drives outcomes, fosters data transparency, and cultivates innovation and collaboration. Able to lead under pressure and with urgency. High value of hard work, DEI practices, and integrity.**

Latina, First-Gen American, First-Gen college graduate, career public servant, fluent in Spanish, and proficient in French. 7+ years in the U.S. Executive Branch. 7+ years board membership experience. Managed 6 to 135 to 4600 staff, budgets \$100K- \$420M, \$4.5B class-action settlements, \$72B - \$81B public programs, and \$100M savings.

Management Operations • Policy • Program Implementation • Innovation • Organizational Change  
Compliance & Risk Management • Data & Analytics • Civil Rights • Immigration • DEI

## SELECTED ACHIEVEMENT HIGHLIGHTS

- ❖ **Leading a state agency during the COVID-19 pandemic to serve 19.5 million New Yorkers** as the #2 Health Agency official overseeing 100K-314K COVID-19 tests/day, 6K contact tracers, 3 PPE sources, and 4600 personnel.
- ❖ **Turned around underperforming government process**, including the DHS Secretary's Unity of Effort and USDA's Cultural Transformation to streamline workflow, boost employee morale, and build racial and ethnic equity.
- ❖ **Innovated across agencies to design client solutions**: created the first USDA SNAP retailer locator in English and Spanish; increased SNAP EBT use among farmers markets by 250%; obtained 3K erroneous DHS work permits within six months at 100% compliance to satisfy urgent circuit court injunction; directing a new COVID-19 schools' dashboard.
- ❖ **Spearheaded civil rights initiatives such as**: USDA's first Limited English Proficiency guidance; first USDA regulation to protect gender identity from discrimination; first comprehensive USDA SNAP policy guidance for immigrants; first DHS-led cybersecurity regulation for federal vendors and Ban the Box regulation for ex-offenders.
- ❖ **Transformed public policy and program challenges** by adopting business reengineering to resolve 75% of 10,000+ USDA civil rights complaints; sustain 500+ USDA partnerships; states' SNAP IT practices to serve and save budgets.

## PROFESSIONAL EXPERIENCE

**EXECUTIVE DEPUTY COMMISSIONER, OFFICE OF THE COMMISSIONER  
NEW YORK STATE DEPARTMENT OF HEALTH, ALBANY, NY & NEW YORK, NY  
July 2020 – September 2021**

*Appointed by the 56<sup>th</sup> Governor as #2 official directing COVID-19 operations, \$81B program budget, \$480M operating budget, 4600 staff, HQ, three regional offices, Medicaid/Medicare, NY State of Health, Office of Public Health, Office of Primary Care & Health Systems, Centers for Community & Environmental Health, Wadsworth Center, AIDS Institute, Helen Hayes hospital, and four veterans' nursing homes.*

- ◆ Led COVID-19 operations for testing, contact tracing, PPE, data/IT, personnel, business reopening, and vaccine planning.
- ◆ Served as a Chief Operating Officer with regulatory oversight of programs, policy, HR, IT, budget, and legal affairs.
- ◆ Controlled health emergency response and planning for hurricane, storm, and fire with state homeland security and FEMA.
- ◆ Engaged with stakeholders on Councils, Local Health Departments, CBOs, state, & federal officials (CDC/DOD/HHS).
- ◆ Managed 4600 staff, 17 direct reports, an \$81B program budget, \$480 million agency budget, government, and public affairs.
- ◆ Created a new Office of Surrogacy and online license and registry options to support same-sex and infertile surrogate parents.
- ◆ Oversaw family health; implement legislation & regulations like PPE compliance, gestational surrogacy for same-sex parents.
- ◆ Built data-analytics tools: COVID-19 schools' dashboard, Flu Tracker, Vaccine Tracker, Mortality, & Hospital Surge Capacity.
- ◆ Developed cost-neutral budget and legislative proposals to address \$8B state budget deficit due to COVID-19 costs.
- ◆ Administered \$780M USDA nutrition assistance including WIC, CACFP, FMNP, and \$60M Nourish New York produce buys.
- ◆ Conducted migrant farmworker COVID-19 testing and vaccinations with NYS Agriculture & Markets to ensure safe support.
- ◆ Guided the Center for Environmental Health & NYS Dept. of Environmental Conservation air and water testing & response.