



human services group

Human Services Group SACU Team (140+ years of direct Human Services experience):

Human Services Group (HSG) - Our team consists of forward-thinking leaders, skilled practitioners, and former Human Services executives, all united in our commitment to individuals with (DD/ID) and to solve the everyday issues agencies face.

We prioritize first understanding and then partnering with agencies to solving their unique challenges. Our approach is to delve deep into identifying the root causes of concerns, co-create solutions, ensure seamless program execution, and contribute to the achievement of identified objectives.

Specifically, within adult services, we empower agencies to support the autonomy, well-being, and safety of adults, particularly the elderly, disabled, and vulnerable. Our core philosophy focuses on improving adults' quality of life through personalized support, ensuring that the appropriate services and interventions are provided at the precise time and for the optimal duration needed. We facilitate access to healthcare, social, community, employment, and protective services, aiming to help individuals live with dignity and independence in their communities.

Leadership at HSG have worked in over half the states across the country and multiple large counties specific to business process redesign in eligibility, child welfare, child care, adult services (DD/ID), organizational assessments, strategic planning, and supporting initiative implementations and supports.

Kelly Harder, MSW – Team Lead

Kelly Harder is a nationally recognized human services executive with over 30 years of experience leading and advising public sector agencies across health and human service agencies. His career spans direct service, supervisory, management, and executive leadership roles, providing him with a comprehensive understanding of human services operations, workforce dynamics, services to individuals with (DD/ID) and system transformation efforts.

As a strategic consultant, Kelly has played a critical role in helping state and county agencies align their organizational structures to improve service delivery and operational efficiency state and large county agencies. As his time as a leader in multiple Minnesota counties (Dakota, Steele, and Blue Earth), Kelly had extensive experience working with

labor workforces and unions, navigating complex labor relations to foster collaboration and achieve positive and sustainable organizational changes.

As a thought leader in human services, Kelly continues to shape the field through his strategic vision, policy and operational expertise to building effective, sustainable systems that support individuals, families, and communities.

Evan Henspeter – Subject Matter Expert

Evan Henspeter is a human services leader with 19 years of experience in the public and nonprofit sectors, including 14 years specifically focused on disability services. He has led efforts to improve service delivery, expand community-based options, and strengthen cross-sector collaboration for individuals with intellectual and developmental disabilities (DD/ID). As a county social services director in Minnesota, Evan oversaw aging and disability services, behavioral health, housing stability, and child welfare programs, driving initiatives that improved crisis response systems, increased access to integrated supports, and reduced reliance on institutional or segregated settings. While in these leadership roles, Evan also worked closely and effectively with bargaining units and various unions.

In his consulting role, Evan partners with agencies to advance person-centered, community-based solutions. He draws on considerable experience leading system improvements to enhance crisis stabilization, redesigning service models to align with Home and Community-Based Services (HCBS) standards and best practices and facilitating policy enhancements that streamline transitions from institutional care to community living. His expertise in cross-agency coordination, data-driven decision-making, and workforce development positions him to support the SACU redesign initiative in aligning services with best practices in crisis stabilization and system integration.

Andrea Zuber – Subject Matter Expert

Andrea Zuber has dedicated 29 years to leadership in social services, with a deep commitment to advancing transformative policies, equitable service delivery, and person-centered care. Her career spans roles in state and county government, nonprofit leadership, and consulting, where she has driven strategic change efforts to improve outcomes for individuals with (DD/ID). Andrea has extensive experience overseeing home and community-based services, disability programs, and adult services, ensuring that systems are structured to support the highest quality of care and inclusion. While in her multiple government leadership roles, Andrea worked extensively and effectively with bargaining units and various unions. As CEO of The Arc Minnesota, she led statewide advocacy and service initiatives, centering the voices of individuals with intellectual and developmental disabilities (IDD) to shape policy and program improvements.

As a consultant, Andrea specializes in disability justice, system transformation, strategic planning, and operational redesign for human services agencies. In her leadership roles, she was responsible for directly overseeing critical programs supporting individuals with disabilities, housing and community resources, and employment services, with a strong focus on accessibility and equity. With a background in both direct service and executive leadership, Andrea brings a comprehensive understanding of the challenges and opportunities within the SACU system and is dedicated to fostering innovative, community-centered solutions.

Angela Lockhart – Subject Matter Expert

Angela is a results-oriented leader with 25+ years (19 years have been specific to the DD/ID population) in social services and public administration in the state of Minnesota. Angela is skilled in program development, team leadership, and stakeholder engagement. She is passionate about driving innovation that empowers marginalized individuals and communities to have increased participation in decision-making, informed choice, and overall improved quality of life.

Angela has direct experience working in disability services and with disability culture. Roles have included direct caregiving, supervision, case management, assessment and eligibility determination, support planning for consumer-directed services, consulting, and program design/implementation. She understands intersectionality (including economic, racial and gender disparities as it pertains to access and outcomes for people with disabilities across settings). In all her work she strives to keep the voices of people with lived experiences at the center of program design and policy decision-making.

Susan Winterfeld Thompson – Subject Matter Expert

Susan has more than 22 years of experience in human services, specializing in supporting individuals with developmental and intellectual disabilities (DD/IDD). Her career began with two years of direct care at a DOJ-licensed residential treatment facility, followed by over two decades working in nonprofit organizations dedicated to improving services and outcomes for individuals and families. More recently, she has spent the past two years in county government, driving system change in Public Health, Public Participation and Engagement, and Data and Analytics.

Throughout her career, Susan has held a range of roles, including direct care, case management, and leadership positions such as supervisor, manager, director, and vice president. Her expertise spans program development, operations, change management, and organizational and leadership development. She has led transformative initiatives that center the voices of people receiving services, ensuring that lived experiences shape accessibility and inclusion improvements across systems.

Ericka Hammer – Subject Matter Expert

Ericka Hammer has over 15 years of experience in social services, with a career spanning direct practice, clinical services, and management in both nonprofit and government sectors. She has a deep passion for supporting individuals with (DD/IDD) and mental health diagnoses, which has shaped her approach to service delivery and organizational improvement. Her expertise includes addressing disparities, enhancing accessibility, and implementing person-centered practices to ensure equitable, high-quality care.

Ericka holds a Master's in Clinical Social Work and a Master's in Business Administration with an emphasis on Healthcare Administration, combining clinical expertise with strategic business acumen. As a certified Six Sigma Yellow Belt, she applies data-driven methodologies to optimize processes and improve service outcomes. As a consulting subject matter expert, she specializes in designing and implementing equitable, person-centered services that drive sustainable system change. Her broad experience, commitment to service excellence, and focus on operational efficiency make her a trusted advisor to organizations seeking to enhance their impact in the social services and healthcare sectors.