

SLGFA STAFF DIRECTORY AT A GLANCE

Operations Division		
Kim Elrod	Chief Operations Officer	697
John Williams	Division Manager	651
Default Reporting Department		
Rosemary McGinnis	Department Manager	639
Linda Silkwood	Office of General Counsel Coordinator	616
Operations & Records Department		
Reneé Sisson	Department Manager	665
Lou Childress	Operations Specialist	656
Vivian Sapp	Operations Specialist	674
Theresa McDuffee	NSLDS & Special Projects Administrator	661
Janie Patrom	Records Coordinator	621
Brenda Wells	Imaging Specialist	649
Teresa Rash	Imaging Specialist	614
Information Technology & Services Department		
Bill Batte	Information Systems & Security Administrator	663
Patsy Guess	Database & Technical Support Specialist	604
Joyce James	Facilities & Office Administrator	650
Phyllis Newton	Front Desk Receptionist	600
Susie Powers	Financial/Reports Administrator	657
Amy Clark	Fiscal & Financial Reporting Coordinator	627
Angela Vance	Financial Accounting Assistant	682

Policy & Compliance Division		
Becky Collins	Chief Compliance Officer	638
Rita Toland	Division Manager	636
Default Prevention Department		
Default Prevention Hotline 800-622-3446, ext. 655		
Tonyia Hatfield	Department Manager	690
Charlen Cullum	DP Administrator/Trainer	686
Kirby Smith	Counselor III/ Assistant Administrator	694
James Stone	Counselor III	688
Jim Cazer	Counselor III	659
Richard Hairston	Counselor III	669
Lauren Rook	Counselor II	691
Tyeka Barker	Counselor I	696
Barbara Henson	Counselor I	652
Lori French	Administrative Assistant II	630
Mindy Darner	Administrative Assistant I	695
Claim Management Department		
Cindy Long	Department Manager	641
Christie Birkhead	Senior Claim Analyst	644
Debbe Sandin	Claim Analyst	658
Julie Grimes	Claim Analyst/TLFD Specialist	603
Maryanne Atkinson	Claim Analyst	660
Wanda Jenkins	Claim Support	662
Steve Satterfield	Project Restore Coordinator	680
Training & Technical Assistance Department		
Pamela Baker	Compliance Officer/Trainer	609
Bonnie Hartz	College Access & Debt Management Advisor	634
Tammy Parchman	Trainer/Compliance Reviewer	678
Karen Williams	Corporate Communications Liaison	629

Executive Administration Division		
Ronnie Nichoalds	Executive Director	610
Sue Balest	Deputy Director/Chief Financial Officer	624
Geneva Langford	Human Resources & Fiscal Manager	611

To reach any staff member, dial 800-622-3446 and then the extension listed. If you wish to contact any staff member directly, dial 501-688-7 plus the three-digit extension listed.