

Submitted by:	Anonymous user
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1. Are you 18 years or older? **Yes**
2. Are you in active litigation against Chatham County? **No**
3. Are you employed by Chatham County Government? **No**
4. Name (First and Last) **Lorraine McAvoy**
5. Residency Type **Resident of Chatham County**
6. Home/Business/Property/Other Address **1801 New Elam Church Rd, New Hill, NC, 27562, USA**
7. Phone Number (Home or Mobile) **631-831-2897**
8. Email Address lcmcavoy@gmail.com
9. In which Board of Commissioners district do you reside? **District 1**
10. Does a immediate family member currently serve on the committee. **No**
11. Please demonstrate your interest, experience, or expertise relevant to the subject matter of the committee. **I'm interested in serving on the Board of Adjustment because I care deeply about how Chatham County grows and ensuring land use decisions are thoughtful, balanced, and consistent. Over the past several years, I've followed zoning, development, and ordinance discussions at both the local and regional level, which has strengthened my understanding of process, transparency, and community impact. Professionally, I work in strategic program management, where I regularly review complex information, navigate competing priorities, and support decisions requiring fairness, accountability, and attention to detail. I believe those skills translate well to this role. I'm someone who asks questions, does the homework, and wants to contribute in a productive and respectful way while helping ensure decisions are made objectively and in accordance with county ordinances and standards. If there is another area you think I may be a fit for, happy to be considered for that as well.**
12. Please select which board or committee you are applying to: **Zoning Board of Adjustment**
13. Are you willing to regularly attend scheduled meetings, participate in committee activities, and comply with all applicable laws, policies, and codes of conduct. **Yes**

State Reporting (Optional) Gender **Woman**

Are you Hispanic or Latino/a/e? (Optional) **No**

What race or races do you identify with? (Optional) **White**

What is your Age Range (Optional) **45-54**

Lorraine McAvoy

New Hill, North Carolina

631.831.2897 | lcmcavoy@gmail.com | [LinkedIn Profile](#)

Strategic Program Leader

Governance | Enterprise Strategy | Operational Transformation

Strategic program leader with 15+ years of experience driving enterprise initiatives within healthcare and health technology environments. Proven ability to translate complex, unstructured challenges into data-driven strategies, business cases, and enterprise initiatives that support executive decision-making and long-term organizational planning.

Experienced in evaluating complex regulatory, operational, and stakeholder considerations to support objective decision-making and long-term planning.

Combines early career experience in medical billing and revenue cycle operations with deep expertise in large-scale IT transformation, cost optimization, and cross-functional strategy execution.

Programs under leadership are projected to generate more than \$60M in multi-year operational savings through vendor strategy, delivery model redesign, and organizational transformation initiatives.

Core Capabilities

Enterprise Strategy Development
Business Case Development & Financial Analysis
Healthcare Operations & Revenue Cycle
Enterprise Transformation
Strategic Vendor Management
RFI / RFP Procurement Strategy
Program & Portfolio Governance
Operational Integration
Cross-Functional Leadership
Executive Stakeholder Engagement

Key Leadership Achievements

Enterprise Transformation & Strategy Initiatives

Led enterprise initiatives evaluating and redesigning operational delivery models through vendor strategy, workforce transitions, and organizational restructuring impacting 300+ employees across multiple business units.

Developed business cases and strategic recommendations to support executive decision-making, with programs projected to deliver \$60M+ in multi-year operational savings.

Directed full lifecycle procurement processes including RFI/RFP development, vendor evaluation, strategic recommendation, and implementation governance.

Infrastructure Modernization Program

Led a network infrastructure modernization initiative migrating 65 locations in 50 days, delivering \$10M in annual operational savings while coordinating cross-functional teams across infrastructure, security, and operational groups.

Strategic Infrastructure & Stakeholder Insight

Developed practical knowledge of land-use planning, zoning considerations, infrastructure impacts, and regional growth challenges through active engagement with development proposals, public meetings, and planning discussions.

Experienced reviewing complex materials, evaluating community and infrastructure impacts, and navigating multi-stakeholder discussions involving development, ordinances, and long-term planning considerations.

Professional Experience

Gainwell Technologies

Strategic Program Manager | Enterprise Strategy & Corporate Business Development

Sep 2023 – Present | Remote

Lead enterprise transformation initiatives within a healthcare technology environment supporting Medicaid programs, focused on vendor strategy, workforce transitions, and operational delivery model redesign.

Partner with executive leadership to evaluate strategic options, develop business cases, and support enterprise decision-making related to operating models, vendor strategy, and organizational design.

Lead strategic initiatives focused on cost optimization, operational efficiency, and service delivery transformation, with programs projected to deliver \$60M+ in multi-year savings.

Direct complex procurement initiatives including RFI/RFP development, vendor evaluation, and cross-functional coordination across HR, legal, security, and executive leadership.

Program Manager

Apr 2021 – Sep 2023

Led a network infrastructure modernization program migrating 65 locations in 50 days, delivering \$10M in annual operational savings.

Developed and implemented a risk management framework reducing delivery risks by 30% while strengthening governance and program oversight.

Conducted program performance analysis and implemented improvements to enhance operational efficiency and execution consistency.

HMS (now Gainwell Technologies)

Senior IT Project Manager

Jun 2020 – Apr 2021

Led strategic IT initiatives supporting healthcare operations and client delivery environments.

Developed processes integrating infrastructure and operational analysis into RFP responses, improving solution design and planning accuracy.

Introduced predictive modeling to forecast infrastructure needs for new client onboarding initiatives.

Senior Operations Manager

Jun 2013 – Jun 2020

Led operational strategy and process improvement initiatives across healthcare-related business units.

Implemented operational improvements that increased productivity by 15% and reduced costs by 10%.

Developed performance metrics and reporting frameworks to support data-driven decision-making.

Product Strategy & Development Advisor

Jul 2011 – Jun 2013

Led product strategy initiatives supporting healthcare coordination of benefits services.

Identified opportunities resulting in 10 new lines of business and increased product revenue by 5%.

Healthcare Domain Experience

Early career experience in medical billing and revenue cycle operations, including claims processing, insurance verification, and payment reconciliation.

Understanding of payer-provider dynamics, reimbursement models, and healthcare financial workflows.

Extensive experience supporting Medicaid systems and healthcare technology environments through enterprise program leadership.

Education

Associate of Arts

Wake Technical Community College

Bachelor's Degree – Accounting & Finance (*In Progress*)

Additional Experience

Co-Owner | Merry Oaks Builders LLC (2019-2026)

Rental Property Owner / Operator (2019-Present)