

**Arlene E. Austin**

*Office of Equal Opportunity and Civil Rights*

*Director*

Arlene E. Austin is the recently appointed Director of the Office of Equal Opportunity and Civil Rights (OEOCR) for the Health and Human Services, Centers for Medicare and Medicaid Services (CMS). CMS has the second-largest budget outlay of the Federal Government, directly responsible for \$1 out of every \$3 spent on healthcare in the United States. The organization insures approximately 25% of the population of the United States (more than 84 million beneficiaries) including the elderly, disabled, and some of the lowest income individuals in the country. CMS processes over one billion claims each year and it contracts with approximately one million providers.

In her role as the OEOCR Director, Arlene provides agency-wide leadership and advice on issues of diversity, civil rights, and equal employment opportunity. She also works to ensure equal opportunity and accessibility for users of programs and services operated or funded by CMS.

Arlene joins CMS from the Transportation Security Administration (TSA) in the Department of Homeland Security. She was critical to the initial establishment of TSA, and served as the Agency's first Equal Employment Manager.

At TSA, Arlene served as an advisor to the senior leadership team on managing through civil rights, and provided training and guidance across the agency, reaching over 65,000 geographically dispersed employees. Prior to TSA, Arlene worked in the Office of the Secretary at the U.S. Department of Transportation, as Chief of their Compliance Operations Division and was the Deputy Executive Assistant for Equal Opportunity at the Bureau of Alcohol, Tobacco and Firearms.

Arlene earned her Bachelor of Law and Political Science degree from the University of Panama and is licensed to practice law in the Republic of Panama. She is a certified mediator from the Justice Center of Atlanta and an authorized Public Interpreter/Translator (Spanish-English-Spanish). Arlene and her husband, John, volunteer on a weekly basis at the Alexandria Holding Facility in Northern Virginia. Arlene and John are the proud parents of six children and reside in Northern Virginia.