



Providence Consulting Firm.

Providence Consulting Firm · Capability Statement 2026

CLO-level learning strategy and organizational change management — across every sector that matters.

LEGAL BUSINESS NAME
Providence Consulting Firm

UEI
ERDMKJL82Z25

CAGE CODE
8NF98

BUSINESS TYPE
Small Business · LGBTBE

LOCATION

LGBTBE CERTIFIED · NGLCC | SAM.GOV REGISTERED | CAGE: 8NF98 | CPTM · ATD MASTER TRAINER
CSM · ORACLE AI FOUNDATIONS | MS MANAGEMENT · GIES UIUC

COMPANY OVERVIEW

Providence Consulting Firm is an LGBTBE-certified small business headquartered in Nashville, Tennessee, delivering enterprise-grade organizational change management, learning strategy, and leadership development to government agencies, health systems, global technology firms, and mission-driven organizations nationwide.

Founded by **LaKenya Jones-Greene** — a credentialed learning and change strategist with 15+ years of cross-sector experience — Providence brings CLO-level thinking to organizations that need enterprise transformation without the overhead of a full-time executive hire. Our work spans integrated eligibility system modernization across five states and the District of Columbia, global SaaS enablement, enterprise training ecosystem design, and equity-centered leadership development.

Providence is the creator of the proprietary **Lead Well™** leadership development framework — a research-grounded methodology designed for leaders operating in high-change, equity-driven, and community-facing environments.

CORE CAPABILITIES

Organizational Change Management (OCM)	Enterprise Learning Strategy & Design
Training Center of Excellence (CoE) Design	Portfolio & Program Management
Stakeholder Engagement & Communications	LMS Implementation & Vendor Management
Training Needs & Gap Analysis (Data-Driven)	Lead Well™ Leadership Development
Instructional Design & Curriculum Development	Fractional CLO Services

WHY PROVIDENCE

- **Cross-sector depth.** Proven delivery across government health IT, global SaaS, diversified enterprise, telecommunications, and field services — no single-sector bias.
- **CLO-level capability, small business agility.** Enterprise strategy and execution without Big 4 overhead. Clients get the principal — not a junior team.
- **Data-driven outcomes.** Demonstrated ability to analyze large-scale ticket and error data (48,000+ CSLs) to drive training ROI and close measurable knowledge gaps.
- **LGBTBE certified supplier diversity partner.** Actively supports corporate and government supplier diversity spend goals through NGLCC certification.
- **Proprietary framework.** Lead Well™ provides a validated, repeatable leadership development methodology unavailable through generalist consulting firms.

NAICS CODES

541612
Human Resources Consulting Services

541611
Administrative Management & General Mgmt Consulting

611430
Professional & Management Development Training

541618
Other Management Consulting Services

CERTIFICATIONS & CREDENTIALS

- **LGBTBE Certified**
National LGBT Chamber of Commerce (NGLCC)
- **CPTM**
Certified Professional in Training Management · Training Industry
- **ATD Master Trainer**
Association for Talent Development
- **CSM**
Certified Scrum Master · Scrum Alliance
- **Oracle AI Foundations Associate**
Oracle Corporation
- **M.S. Management**
Gies College of Business · UIUC

POINT OF CONTACT

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COMPANY PAST PERFORMANCE — PROVIDENCE CONSULTING FIRM

ACTIVE ENGAGEMENT

Enterprise OCM & Training Lead — DCAS Eligibility Modernization

ACTIVE · 2020–PRESENT

District of Columbia · DCAS · Prime: CSZNet, Inc.

ROLE

Subcontractor — Key Personnel

SECTOR

Government / Health IT

SCOPE

Enterprise · Multi-year

- › Serves as enterprise Training Lead and de facto CLO for a multi-year Medicaid eligibility system modernization — leading all learning strategy, OCM, and portfolio management.
- › Analyzed 48,000+ customer service tickets to identify knowledge gaps and training opportunities, producing a data-driven training roadmap with measurable ROI outcomes.
- › Designed and launched a Training Center of Excellence using the T3 model — establishing governance, standards, and vendor management frameworks at the agency level.
- › Leads a cross-functional team of instructional designers, trainers, coordinators, and an LMS backend developer across monthly release cycles.

KEY PERSONNEL PAST PERFORMANCE — LAKENYA JONES-GREENE, PRINCIPAL



LaKenya Jones-Greene

Founder & Organizational Change Leader · Providence Consulting Firm

CPTM · ATD Master Trainer · CSM · Oracle AI Foundations · M.S. Management, Gies UIUC · Published, Training Industry · 15+ years cross-sector L&D and OCM leadership

Georgia Gateway

State of Georgia · Integrated Eligibility System · Via Vector Consulting / Deloitte

Senior OCM & Training Consultant

Designed and delivered enterprise training programs preparing thousands of end users for IES go-live across SNAP, Medicaid, TANF, and related benefit programs. Managed stakeholder engagement and change readiness across state agency teams.

RI Bridges

State of Rhode Island · Integrated Eligibility System · Via Vector Consulting / Deloitte

Senior OCM & Training Consultant

Supported multi-workstream OCM and workforce transformation for Rhode Island's integrated eligibility modernization across multiple benefit programs, embedded within the Deloitte project delivery team.

LAMeds

State of Louisiana · Integrated Eligibility System · Via Vector Consulting / Deloitte

Senior OCM & Training Consultant

Led end-to-end OCM and training delivery for Louisiana's integrated eligibility system implementation — from discovery through go-live, with post-engagement capability transfer to state training teams.

TEDS

State of Tennessee · Integrated Eligibility System · Via Vector Consulting / Deloitte

Senior OCM & Training Consultant

Managed OCM workstreams and enterprise training delivery for Tennessee's integrated eligibility system — ensuring zero-tolerance go-live readiness across end user populations and benefit program administrators.

DCAS — District of Columbia

District of Columbia · Integrated Eligibility System · Active · Via CSZNet, Inc.

Enterprise Training Lead · Active Engagement

Currently serving as enterprise Training Lead and de facto CLO for DC's multi-year IES modernization — managing a cross-functional team, monthly release portfolio, CoE build, and agency-wide stakeholder engagement at the district level.

ADDITIONAL PRINCIPAL EXPERIENCE

Program Manager, Pointillist Academy

2022–2024

Genesys Cloud Services, Inc. · Global SaaS / Customer Journey Analytics

- › Led global enablement strategy for enterprise SaaS clients across North America, EMEA, LATAM, and APAC — partnering with Product, Sales, and Customer Success to embed training into the client lifecycle.
- › Built executive dashboards connecting enablement metrics to product adoption, renewal rates, and customer health scores — demonstrating L&D ROI at the leadership level.