

IPOS Organizational Structure and Contacts

March 1999

The Institutional Participation and Oversight Service (IPOS) is part of the Federal Government's first performance based organization: the Office of Student Financial Assistance Programs. IPOS is divided into the Office of the Service Director and nine divisions:

Office of the Service Director
Case Management Division – Northeast
Case Management Division - Southeast
Case Management Division - Northwest
Case Management Division - Southwest
Default Management Division
Administrative Actions and Appeals Division
Data Management and Analysis Division
Performance Improvement and Procedures Division
Accreditation and Eligibility Determination Division

The four Case Management Divisions are composed of ten Case Management Teams. The Case Management Teams are usually the first points of contact between IPOS and postsecondary institutions. If you have any questions concerning any of the IPOS material at this site, please contact the appropriate case management team.

Boston Case Team

(617) 223-9338
Ralph Seastrom
Area Case Director
Primary Customers: **MA, CT, ME, NH, RI & VT**

New York Case Team

(212) 264-4022
Robert McKiernan
Area Case Director
Primary Customers: **NY, PR, NJ & VI; also foreign schools**

Philadelphia Case Team

(215) 656-6442
Nancy Klingler
Area Case Director
Primary Customers: **PA, DE, DC, MD, VA & WV**

Atlanta Case Team

(404) 562-6315
Erin Swanson-Hall
Interim Area Case Director
Primary Customers: **AL, FL, GA, MS, NC & SC**

Chicago Case Team

(312) 886-8767

Douglas Parrott

Area Case Director

Primary Customers: **IL, MN, OH & WI**

Dallas Case Team

(214) 880-3044

Charles Johnson

Area Case Director

Primary Customers: **AR, LA, NM, OK & TX**

Kansas City Case Team

(816) 880-4053

Ralph LoBosco

Area Case Director

Primary Customers: **IA, KS, KY, MO, NE & TN**

Denver Case Team

(303) 844-3677

Harry Shriver

Area Case Director

Primary Customers: **CO, MI, MT, ND, SD, UT & WY**

San Francisco Case Team

(415) 437-8276

Jim Castress

Area Case Director

Primary Customers: **AZ, CA, HI, NV, American Samoa, Guam, Micronesia, Marshall Islands**

Seattle Case Team

(206) 287-1770

Susan Bowder

Area Case Director

Primary Customers: **AK, ID, IN, OR & WA**