

SPEAKERS BIOGRAPHIES  
AN OVERVIEW OF FEDERAL BROADBAND PROGRAMS  
WEBINAR

**William England, PhD, JD, MS**  
**Director**  
**Office for the Advancement of Telehealth**  
**Federal Office of Rural Health Policy**  
**Health Resources and Services Administration**

William England is director of the Office for the Advancement of Telehealth (OAT) in the Federal Office of Rural Health Policy at HRSA. Bill joined OAT in 2016. He started work in telehealth at CMS/Medicare, followed by work directing the FCC/Universal Service Rural Health Care Program. He is a Fellow and former Board member of the American Telemedicine Association and a former Robert Wood Johnson Healthcare Financing Fellow.

Prior to telehealth, Bill was an assistant professor of Industrial Engineering at the University of Wisconsin-Madison and a biomedical engineer at the Regenstrief Institute in Indianapolis. He has a BS and MS in Electrical Engineering and a PhD in Industrial Engineering from Purdue. His law degree is from the University of Maryland.

**Jennifer Contreras**  
**Manager of Communications**  
**Rural Health Care Program**  
**Universal Service Administrative Company**

Jennifer is the Manager of Communications for the Universal Service Administrative Company (USAC)'s Rural Health Care Program and has been with the program for over five years. She manages the ongoing development of the RHC outreach strategy and developing training material for health care providers and service providers.

**Jaymie Gustafson**  
**Director of Outreach**  
**Universal Service Administrative Company**

Jaymie Gustafson is the Director of Outreach for the Universal Service Administrative Company. She develops communications and training support for USAC initiatives including the COVID-19 Telehealth Program and the Emergency Broadband Benefit Program.