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Melissa Emrey-Arras is a Director in GAO's Education, Workforce and Income Security team. She has directed GAO studies on a wide range of topics and recently oversaw a study on Gulf War Illness claims. Before joining GAO in 2001, she worked at a private sector consulting company and conducted program evaluations for state and local governments. She also worked for a number of years in non-profit agencies serving children and families. Ms. Emrey-Arras received a master's degree in public policy from Harvard's Kennedy School of Government, where she was awarded the Manuel C. Carballo prize for graduate research. She holds a bachelor's degree from Swarthmore College.