

Marlene M. Kufrovich

**EDUCATION**

San Diego State University  
University of Hawaii at Hilo  
B.A. in Sociology

**SKILLS AND EXPERIENCE**

Client Coordination

- Conducted interviews with human services applicants to determine eligibility for welfare benefits.
- Made referrals for welfare clients needing domestic violence counseling and education.
- Orchestrated an in-house training workshop at DHS to familiarize Eligibility Workers with the process of Social Security appeals.
- Referred active welfare cases to Investigations Office for suspected fraud activity.
- Maintained an active welfare client caseload of between 130-150 clients per month.
- Organized a highway clean-up community service project in West Hawaii.
- Contributed to and participated in community senior health fairs.
- Participated in a community awareness program to stop drunk driving.

Training/Experience

- Attended program-specific (ACCPAC Accounting Plus) computer training for a government contractor.
- Earned an Excellence award for assisting in the packing and shipping of containers of supplies to hurricane-ravaged Kauai.
- Attended various training programs in eligibility determinations for food stamps, cash and medical programs with the state welfare office.
- Participated in appeals/hearings for applicants denied welfare benefits.
- Provided information to welfare investigators on suspected fraudulent activity of program participants.
- Customized office organization procedures specific to maintaining volumes of rules and regulations used on a daily basis to determine eligibility for welfare benefits.
- Obtained a Paralegal Certificate

## **EMPLOYMENT HISTORY**

### **Logistics Billing Specialist II**

Computer Sciences Corp

11/90 – 05/96

- Shipped and tracked packages and documents through FedEx
- Developed billing procedures for company supplies using ACCPAC Accounting
- Maintained database of records for gov't auditors
- Assisted with coordination of new employee orientation packets

### **Accounting Specialist II**

Computer Sciences Corporation

02/98 – 08/99

- Prepared travel claim forms for department approval
- Maintained all claims for quarterly audits
- Assisted employees with credit card management for delinquencies

### **Eligibility Worker I**

Department of Human Services (Hawaii)

04/02 – 06/03

- Conducted daily interviews for people applying for welfare
- Attended training workshops in eligibility determinations
- Maintained rules and regulation binders for updates
- Updated and approved welfare benefits for client caseload of 75 per month
- Referred suspected fraud cases to Investigations

### **Eligibility Worker II**

07/03 – 10/04

- All duties of Eligibility Worker I
- Increased client caseload to 90 – 125

### **Eligibility Worker III**

11/04 – 08/06

- All Duties of Eligibility Worker II
- Increased client caseload of 130 - 150

## **VOLUNTEER/COMMUNITY LEADERSHIP**

SMP Hawaii Medicare Fraud Detection for Senior Citizens

4/12 – 11/12

**Internship, Hawaii Family Guidance Center**

**6/14 – 8/14**