

# Trenna Sykes-Hebert

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## SUMMARY

A mature, positive and hardworking individual, who always strives to achieve the highest standard possible, at any given task. I possess excellent communication skills and I have the ability and experience to relate to a wide range of people. I enjoy learning new things, I work very well under pressure and I have extensive retail, small business office management and case management experience to handle a variety of problematic, time sensitive situations.

## CORE COMPETENCIES

· Analytical Thinking · Client Focused · Conflict Resolution · Creative Thinking · Goal Setting · Management and Supervisory Skills · Motivational Interviewing · Personal Credibility · Persuasive Communication · Results Oriented · Report and Data Collection ·

## PROFESSIONAL EXPERIENCE

### MANAGING PROGRAM DIRECTOR (AIANHH)

AMERICAN INDIAN & ALASKA NATIVE HEALTHCARE IN HAWAII, KE OLA MAMO, HONOLULU, HI • 8/2015 - PRESENT

Currently in my role as the Managing Program Director of the only available healthcare program available to American Indians and Alaskan Natives residing in Hawaii, I am responsible for all aspects of day to day program management as well as short and long term program outcomes. In addition to my duties as a managing program director, I also serve as the only staff member currently running a statewide healthcare program contracted through the largest Native Hawaiian Healthcare System by Indian Health Services. My duties include but are not limited to: contract execution (Federal), acquisition of medical and dental providers, fund development, compliance, quality assurance, health education, case management, program marketing and development, revenues and expenditures, claims processing, and networking with other service providers for the purposes of expanding services and improving the health and well-being of the American Indian & Alaska Native population.

### CASE MANAGEMENT CONSULTANT

OWNER, HONLULU, HI • 04/2015 - PRESENT

Provided technical assistance, Mentorship to current case management staff, Assists in the implementation and establishment of case management file systems, authoring resource guides upon request. Primary customers include local nonprofits providing services to the homeless, active substance abusers, HIV/AIDS + and HCV + communities.

### CDBG CASE MANAGER (COMMUNITY SERVICES SPECIALIST III, TEMPORARY - CONTRACT)

CITY & COUNTY OF HONOLULU, DEPT. OF COMMUNITY SERVICES, WORK HAWAII DIVISION, EMPLOYMENT FOCUSED PROGRAMS WITH HOUSING SUPPORT - RENT TO WORK, HONOLULU, HI • 1/2015 - 7/2015

As a Community Development Block Grant Case Manager with the Rent to Work program, I provide employment focused case management to ensure retention of short term housing subsidy as well as employment retention, served in a supervisory role for "work experience" clients, provided supportive services to clients to ensure successful transition from homelessness into a rental unit, assisted in organization and coordination of monthly orientations, in service site visits with other social service organization, screened clients for eligibility requirements, conducted bio-psychosocial assessments, provided referrals and worked closely with outside providers to ensure continuity of services.

## **HOUSING SPECIALIST**

I.H.S, HONOLULU, HI • 4/2014 - 12/2014

While being a Housing Specialist with I.H.S, I have developed solid business relationships with numerous landlord, property managers and real estate agents, administered and evaluated substance abuse, psychological and Bio Psychosocial assessments, completed inspections in accordance with HUD Housing Quality Standards, provided housing focused case management and retention, provided counseling in accordance to meet the goals of tenancy and individualized service plans, negotiated terms of rental contract, reconciled client financial accounts, assisted in providing available resources to the U.S. Veterans Affairs HUD/VASH office which allowed for securement of 45 new project based vouchers, and assisted in launching the City and County Housing First Initiative beginning in November 2014.

## **SUBSTANCE ABUSE & ADDICTION STUDIES INTERN**

THE CHOW PROJECT, HONLULU, HI • 08/2014-12/2014

Throughout my internship at The CHOW Project, I regularly participated in outreach located in Chinatown as well as ISES (Individualized Syringe Exchange Services) Outreach, met with my site supervisor regularly to discuss various case studies, and psychotherapeutic methods with regards to substance abuse and addiction issues and participated in the 2014 State Harm Reduction Conference. I also contacted various substance abuse treatment organizations to obtain their intake and referral process and authored an up to date guide to substance abuse treatment options for adolescents and adults.

## **CASE MANAGER / HOUSING SPECIALIST**

WAIKIKI HEALTH, HONOLULU, HI • 04/2012 - 04/2014

During my time at Waikiki Health, I had a case load of 200+ at any one point in time, administered and evaluated substance abuse, psychological and Bio psychosocial assessments, prepared weekly, monthly, quarterly, bi-annual and annual reports for the City and County as well as the State of Hawai'i, Developed relationships with community partners and social service agencies which allowed me to assist in placing over 120+ chronically homeless and medically fragile persons into housing, de-escalated aggressive clients, assisted in the created of housing and or individualized service plans, established a life skills program including landlord tenancy and financial literacy classes, and collaborated to establish pet therapy visits for clients with a local 5013C service animal organization.

## **EXECUTIVE BOARD MEMBER & SECRETARY**

ALA WAI K9 PLAYGROUND ASSOCIATION, HONOLULU, HI • 01/2010 - 01/2012

During my term with the Ala Wai K9 Playground association I served as the secretary on the executive board, redesigned the existing association's website, maintained board meeting minutes, participated in the annual pet expo, marketed the organization to possible donors and participated in various fund raising activities.

## **ASSISTANT MANAGER**

HAWAIIAN TATTOO COMPANY, HONOLULU, HI • 01/2001 - 10/2006

I spent nearly 6 wonderful years as an Assistant Manager for two locations of this small business in which I was responsible for the accounts receivable, accounts payable, payroll, tax preparations, merchandising, inventory control and auditing, maintaining schedules of employees and clientele, provided excellent customer and sales services, ensured proper biohazard and cross contamination procedures including maintenance of all sterilization equipment and disposal of biohazard materials, and conducted meetings and training sessions.

## EDUCATION

- C- Substance Abuse and Addiction Studies · UH West Oahu · *Expected to Graduate in* [REDACTED]
- BA in Psychology · UH Hilo · *Expected to Graduate in* [REDACTED]
- *Liberal Arts, Kapiolani Community College* [REDACTED]
- *High School Diploma, Kaimuki High School* [REDACTED]

## KEY ACCOMPLISHMENTS

- Negotiated the dismissal of multiple 25 year old bench warrants & criminal charges on behalf of a client with an out of state District Attorney's Office.
- Assisted in housing well over 120+ homeless individuals and families in a one year period
- Assisted in providing a landlord referral to veteran's non-profit that ensured the securement of 45 additional housing vouchers for homeless veterans.
- Established a life skills program at the Next Step Shelter that included financial education and landlord tenancy rights.
- Established a pet therapy program at the Next Step Shelter that included participation from a local 501 3 c Service Dog non-profit organization
- Authored a statewide resource guide for low income, affordable housing, and homeless housing resources for a local harm reduction non-profit organization.
- 100% retention rate of persons placed in Permanent Supportive Housing since 2013
- 70% retention rate of persons placed in various subsidized, transitional, market and other housing opportunities since 2013