

**Objective** To be a contributing team member where my abilities and experience can be a significant factor in helping achieve the mission and goals of the HPHA.

**Experience**

March 2015 – Present

**Department of Human Services** Honolulu, HI

Hawaii Public Housing Authority, **Resident Services Program Specialist**

- Property Management & Maintenance Services Branch. Performs duties to implement policy changes by working with Resident Advisory Board who provide input for public housing tenants across the state. Works with tenants from federally assisted public housing to establish Resident Councils which address needs specific to their community. Assist with creating and updating current Hawaii Administrative Rules pertaining to public housing and resident programs. Assist with updating the Admissions and Continued Occupancy Standards (ACOP) as policy changes or federal laws change that affect residents of public housing. Performs procurement transactions while adhering to all State Procurement laws and policies. Performs other duties as assigned that directly affect residents of federally assisted public housing.

Sept 2<sup>nd</sup> – 19<sup>th</sup>, 2014

**Department of Health** Pearl City, HI

Adult Mental Health Division, **Case Management & Support Services Specialist**

Temporary Assignment (TA) for the PSR/CBCM Service Coordinator. Responsible for all job duties, projects, and assignments during the absence of the PSR/CBCM Service Coordinator. Which includes, but not limited to, CBCM-RS, Rep Payee, Hawaii Certified Peer Specialist program, ICM-Plus Pilot Project, Clubhouse Coalition, Quality Interagency P&P, and SOAR.

June 2010 – March 2015

**Department of Health** Pearl City, HI

Adult Mental Health Division, **Case Management & Support Services Specialist**

- Housing. In the absence of the Housing Services Coordinator, I assisted the Housing Program Specialist to conduct annual health and safety housing inspections throughout the State of Hawaii, completed health and safety housing reports, maintained contact with POS providers regarding any corrective actions they needed to address until home is in compliance, manage and coordinate the daily housing vacancy report (since August 2012), coordinate and attend provider meetings, assist UM with housing issues as necessary, and address any inquiries from Providers via email or phone calls related to the various homes inspected and/or housing in general.

August 2006 – March 2015

**Department of Health** Pearl City, HI

Adult Mental Health Division, **Case Management & Support Services Specialist**

- Assist the Case Management Coordinator in coordinating a statewide system of case management services. Such services include ACT, Case Management, Consumer Resource Fund, Family Psychoeducation, Homeless Outreach and Interim Case Management, Representative Payee, and Transportation. General duties include collect and review activity reports, work with Performance Improvement to develop monitoring

tools and participate in monitoring for program compliance, implementation of the request-for-proposal process in collaboration with Contracts, review and rate proposals when necessary, implement provider meetings throughout the array of services both on Oahu and Neighbor Islands, and provide technical assistance and guidance to providers to produce greater efficiency and strengthen the network of services statewide.

- Community Based Case Management and Recovery Services. Current duties include managing overall program through coordination with other AMHD sections (i.e. Fiscal, Contracts) when appropriate; generate and process commercial insurance letters, coordinate with Utilization Management (UM) and POS Providers regarding commercial insurance discharges, generate Provider Bulletins as necessary to communicate universally to all POS Providers regarding program specific issues, coordinate and conduct quarterly provider meetings, conduct bi-weekly census of consumers from POS providers, assist UM with CBCM-RS issues as necessary, and address inquiries from Providers via email or phone calls.
- Representative Payee. Current duties include managing overall program through coordination with other AMHD sections (i.e. Fiscal, Contracts) when appropriate, participate and provide input to the Request-for-Proposal (RFP) process, maintain AMHD generated forms to reflect current program requirements, generate Provider Bulletins as necessary to communicate universally to all POS Providers regarding program specific issues, assist UM with Rep Payee issues as necessary, address inquiries from Providers via email or phone calls and assist the PSR Services Coordinator on special projects related to this program.
- Hawaii Certified Peer Specialist (HCPS) Internship. Current duties include managing overall program through coordination with other AMHD sections (i.e. Personnel, Fiscal) when appropriate, process timesheets sent into AMHD from peer specialist, prepare for meetings/trainings (Xerox materials, meeting room, refreshments), address inquiries from HCPS via email or phone calls regarding their internship, and assist PSR Services Coordinator on special projects related to this program.
- TIC IT Grant. Current duties include coordinate and manage Seeking Safety training for interested participants (Xerox materials, registration, refreshments), generate Provider Bulletins as necessary to communicate universally to all POS Providers regarding program specific issues, attend bi-monthly meetings, and assist PSR Services Coordinator on special projects related to this program.

January 2006  
–August 2006

**Housing and Community Development Corporation of Hawaii      Honolulu, HI**  
Homeless Programs Section, **Homeless Programs Specialist**

- Manage and operate the State Homeless Outreach Program. Duties include reconcile agency financial reports, activity reports, review and process payment request, develop and implement monitoring tools to conduct site visit to monitor for program compliance, write up findings and respond to corrective action if necessary, implementation of the request-for-proposal process, review and rate proposals, review the project plan and objectives, analyze proposed budgets, negotiate and develop contract agreements with providers, and provide technical assistance and guidance to providers to produce greater efficiency and strengthen the network of homeless services.
- Manage and operate the State Homeless Emergency Grant Program. Duties include reconcile agency financial reports, activity reports, review and process payment request, develop and implement monitoring tools to conduct site visit to monitor for program compliance, write up findings and respond to corrective action if necessary, implementation of the request-for-proposal process, review and rate proposals, review the project plan and objectives, analyze proposed budgets, negotiate and develop contract agreements with providers, and provide technical assistance and guidance to providers to produce greater

efficiency and strengthen the network of homeless services.

- Manage and operate the Housing Placement Program as a result of funds allocated from Department of Human Services – BESSD to assist families who are TANF eligible. Duties include reconcile agency financial reports, activity reports, review and process payment request, develop and implement monitoring tools to conduct site visit to monitor for program compliance, write up findings and respond to corrective action if necessary, implementation of the request-for-proposal process, review and rate proposals, review the project plan and objectives, analyze proposed budgets, negotiate and develop contract agreements with providers, and provide technical assistance and guidance to providers to produce greater efficiency and strengthen the network of homeless services
- Manage and operate the federally funded Emergency Shelter Grants Program (ESGP). Duties include reconcile agency financial reports, activity reports, review and process payment requests using HUD's Integrated Disbursing Information System (IDIS), develop and implement monitoring tools to conduct site visit to monitor for program compliance, write up findings and respond to corrective action if necessary, implementation of the request-for-proposal process, review and rate proposals, review the project plan and objectives, analyze proposed budgets, negotiate and develop contract agreements with providers, and provide technical assistance and guidance to providers to produce greater efficiency and strengthen the network of homeless services.
- Manage and coordinate the distribution of surplus furniture from Pearl Harbor Naval Base. This partnership created a successful program whereas homeless shelters and group homes within the community who serve homeless people would receive this furniture as it was made available. This furniture is of high quality and in excellent condition, and helps many needy families.

April 2004 -  
January 2006

**Housing and Community Development Corporation of Hawaii**  
Homeless Programs Section, **Homeless Programs Assistant**

Honolulu, HI

- Manage and operate the State Homeless Outreach Program. Duties include reconcile agency financial reports, activity reports, review and process payment request, develop and implement monitoring tools to conduct site visit to monitor for program compliance, write up findings and respond to corrective action if necessary, implementation of the request-for-proposal process, review and rate proposals, review the project plan and objectives, analyze proposed budgets, negotiate and develop contract agreements with providers, and provide technical assistance and guidance to providers to produce greater efficiency and strengthen the network of homeless services.
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- Established (November 2004) and managed the Housing Placement Program as a result of funds allocated from Department of Human Services – BESSD to assist families who are TANF eligible. Duties include implementation of the request-for-proposal process, review and rate proposals, review the project plan and objectives, analyze proposed budgets, negotiate and develop contract agreements with providers, reconcile agency financial reports, activity reports, review and process payment request, and provide technical assistance and guidance to providers to produce greater efficiency and strengthen the network of homeless services.
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### **Hawaii Housing Authority**

Honolulu, HI

February 1994 (now known as Housing & Community Development Corporation of Hawaii) Homeless  
– April 2004 Programs Section, **Secretary II**

- Performed duties as a Homeless Program Specialist for the State Homeless Outreach and Grant programs while on temporary assignment for the incumbent (November 2001 – April 2004). Duties included reconcile agency financial reports, activity reports, review and process payment request, conduct site visit to monitor for program compliance, write up findings and respond to corrective action if necessary, implement the request-for-proposal process, review and rate proposals, review the project plan and objectives, analyze proposed budgets, negotiate and develop contract agreements with providers, and provide technical assistance and guidance to providers to produce greater efficiency and strengthen the network of homeless services.
- Established and administered the Emergency Assistance Grant & Loan Fund for Housing (Eagle Program) as a result of emergency funds allocated by the Legislature to assist families who have been affected by the tragedy of September 11, 2001.
- Assisted the Applications Office with the Section 8 Welfare To Work voucher program; including scheduling and screening appointments for orientation, conducting eligibility interviews with potential applicants, and conducting voucher briefing orientations.
- Coordinated logistics for conferences (such as the Annual Statewide Homeless Forum) and meetings, including making travel arrangements and other accommodations.
- Maintained the database for the State Homeless Shelter Stipend Program, which included reviewing all intake forms for completeness and accuracy, data entry of all client intakes statewide, and drafting of correspondence requesting corrections/updated information on clients.
- Assisted program specialists in desk monitoring and site visit monitoring of contracts for compliance with specific contract terms.
- Provided routine secretarial support for the office staff including drafting and/or typing from rough draft a variety of narrative, financial, and statistical materials, board actions, status reports, interoffice memoranda, and outgoing correspondence, completed travel reports; assisted the Section Administrator in the monitoring of the operating budget and procurement of supplies, equipment, and services.
- Performed routine secretarial functions for the Section Administrator relating to personnel issues including maintaining attendance records, typing confidential correspondence, and preparing applicable personnel action forms.
- Maintained logs of official documents, such as contracts, agreements, certificates of insurance, and other correspondence; conducted physical inventory and maintained logs of program and office inventory.
- Answered and screened telephone calls; provided factual information to routine inquiries about the Homeless Programs; redirected inquiries to be handled by other offices or

programs to provide prompt and efficient customer service.

- Attended to minor administrative details for the Homeless Programs Section, including organizing and coordinating matters and serving as liaison with other departments and agencies.
- Supervised and trained several Clerk Typist II staff.

August 1993-  
November  
1993

**Hawaii Housing Authority**, Personnel Office, **Clerk Typist II** Honolulu, Hawaii

- Answered and screened telephone calls for all staff.
- Processed all incoming correspondence, determining disposition and/or destination, logged according to standard operating procedures and delivered accordingly.
- Processed claims for Worker's Compensation to the insurance carrier.
- Performed routine clerical functions to personnel actions including maintaining attendance records, typing confidential correspondence, and preparing applicable personnel action forms and requests.

1992 - 1998

**Liberty House**, Sales Clerk Windward Mall, Kaneohe

- Assisted customers with inquiries and purchase of products.
- Maintained client contact to ensure satisfaction of products and services.
- Maintained department area as outlined by the Department Manager.
- Transferred merchandise to other locations as requested by customers.

**Education**

██████████	Ricks College	Rexburg, ID
██████████	Windward Community College	Kaneohe, HI
██████████	The Kamehameha Schools	Kapalama Heights, HI

**Proficient Computer Skills**

Excel, Lotus 1-2-3, Internet Explorer, Microsoft Word, Outlook, Power Point, Share Point, Windows 7, Windows 8, and Word Perfect 10

**Awards**

- Received Commendation from Governor Linda Lingle on May 23, 2006, for assisting and coordinating with the opening of the Next Step facility, which serves as an emergency shelter for the homeless in the Kaka'ako area.
- Homeless Programs Section received "John J. Gunther Blue Ribbon Best Practice Award" from the U.S. Department of Housing and Urban Development in 1999 for the Homeless Continuum of Care for coordinating planning efforts in the State of Hawaii; and in 1997 for the State Homeless Emergency Shelter Grant Program for program management and leveraging resources.
- Received 1997 Team Excellence Award by the Department of Human Services for program efficiency of federal and state homeless programs in providing services such as counseling, food, supplies, and support for emergency and shelter operations.
- Certificate of Completion SSI / SSDI Outreach, Access and Recovery (SOAR) Stepping Stones to Recovery Training, September 2006.
- Completed the Applied Suicide Intervention Skills Training (ASIST) workshop in Suicide First Aid, September 2007.
- Certificate of Achievement for FEMA-National Incident Management System (NIMS), February 2008.
- Certificate of Completion for AMHD Administrative Staff Training: Responding Under Fire, May 2008.

- Certificate of Completion for Psychological First Aid Train the Trainer, July 2009.
- Certificate of Completion for Security Awareness Training, January 2011.
- Certificate of Completion for Seeking Safety Group Facilitation Training, August 2011.
- Certificate of Completion for Seeking Safety, February 2012.
- Certificate of Completion for Security Awareness Training, March 2014.
- Certificate of Completion for Hawaii Certified Peer Specialist Training on Integrated Treatment for Co-Occurring Disorders, March 2014.

**References**

References available upon request