

Carol K. Matayoshi



Objective

An opportunity to make a difference in my community by utilizing my education, training, personal knowledge, skills, and experience as a leader in the social services field.

Education/Trainings

█ M.A. in Forensic Psychology, Argosy University, Hawaii
Graduated with a 4.0 GPA

█ ongoing: Training includes, but is not limited to, grant writing, mental health and substance abuse treatment, financial practices, homeless practices/strategies, case management, counseling, crisis intervention, suicide prevention, SOAR, leadership trainings, public benefits, and employment law. (Certificates available upon request).

█ B.A. in Psychology with a Minor in English, University of Hawaii at Hilo
Graduated with highest honors

Skills/Abilities

- Twelve years of experience in developing and writing grant proposals and budgets
- Twenty years of experience working with homeless, severe and persistent mentally ill (SPMI), and justice-involved populations
- Proficient in Word, Excel, Powerpoint, Quickbooks Enterprise Solutions 11
- Excellent verbal and written communication skills
- Excellent organizational skills with attention to detail
- Excellent time management skills; able to multi-task when necessary
- Ability to work under pressure and meet deadlines
- Self-motivated
- Excellent customer service skills
- Ability to work with different/culturally diverse people and communities
- A team player with the ability to work collaboratively and cohesively with others
- Ability to problem solve & utilize resources at hand
- Strong leadership skills
- Well-connected in the social services community

Professional Experience

December 2015—present: C. Matayoshi and Associates, Owner/Consultant

Provide research, development, and writing of grant proposals and budgets for Going Home Hawaii, a non-profit organization assisting Hawaii Island men, women, and youth released from correctional institutions into community life through employment, training, and appropriate supportive services. Develop organization’s policies and procedures, program forms and job descriptions; provide administrative direction and support, as well as direct client services.

October 2015—January 6, 2017: Program Manager, Hawaii Island Workforce and Economic Development Ohana, Inc. (HIWEDO)

Research, write, and prepare grant proposals and budgets, provide administrative oversight and case management services for the *Nine Months: Window of Hope* program (for pregnant women using drugs and/or alcohol), including developing program forms, maintaining program budget, preparing reports, conducting internal audits of participant files, facilitating Advisory Committee meetings, participating in community meetings and forums related to the project (including the Hawaii Island Going Home Consortium's Health and Wellness Committee and the East Hawaii Substance Abuse in Pregnancy Community Action Team/EHSAPCAT), compiling and managing data, and ensuring contract compliance.

August 2015—May 2016: Service Program Director, Hawaii Affordable Properties, Inc. Responsible for the development, implementation, management, and coordination of the social service program, including supervision of staff, for the Kaloko Housing Project (a project-based/affordable and transitional housing project).

April 2015—July 2015: Grants Administrator, Hawaii Island Workforce and Economic Development Ohana, Inc. (HIWEDO)

Research, write and prepare all grant proposals and budgets, provide administrative oversight for grant programs, including maintaining program budgets, preparing reports and ensuring contract compliance. Active participation in community meetings for the purpose of networking, problem solving, and collaborating with partner agencies. These meetings include the Hawaii County Continuum of Care's Community Alliance Partners (CAP), the Chronic Homeless Intervention and Rehabilitation Project (CHIRP) in West Hawaii, the East Hawaii Homeless Task Force, and the Going Home Consortium, a group consisting of over 50 public and private entities that work collaboratively to help former offenders reintegrate into the community and the workplace. Served as the Secretary of CAP's Executive Committee for 2015.

September 2014—April 2015: Grant Programs Administrator, Lokahi Treatment Centers

Research, write & prepare all grant proposals and budgets, oversee the operations of all grant programs, including supervision of staff, maintaining program budgets, and ensuring contract compliance. Active participation in community meetings for the purpose of networking, problem solving, and collaborating with partner agencies. These meetings include the Hawaii County Continuum of Care's Community Alliance Partners (CAP), the Chronic Homeless Intervention and Rehabilitation Project (CHIRP) in West Hawaii, the East Hawaii Homeless Task Force, and the Hawaii Island Going Home Consortium.

July 2012—August 2014: Homeless Programs Manager, HOPE Services Hawaii, Inc.

Duties/responsibilities included the oversight of four contracts/programs for Hawaii County (islandwide), including the Department of Human Services (DHS), Homeless Programs Office's Homeless Outreach Program, the Department of Health, Adult Mental Health Division's (AMHD) Homeless Outreach & Interim Case Management, Supplemental Nutrition Assistance Program (SNAP) Outreach, and the AMHD Representative Payee program, while providing supervision for a staff of 12.

January 2011—July 2012: Homeless Programs Manager, HOPE Services Hawaii, Inc.

Duties/responsibilities included the oversight of seven contracts/programs islandwide, including DHS Homeless Outreach, AMHD Homeless Outreach & Interim Case Management, SNAP Outreach, TANF Housing Placement Program, Homeless Prevention & Rapid Re-housing

Program, HUD's Shelter Plus Care Kukui Program & Shelter Plus Care New Directions Program, and the AMHD Representative Payee Program; provided supervision for a staff of 16.

February 2010—January 2011: East Hawaii Homeless Programs Manager, Office for Social Ministry (OSM)/HOPE Services Hawaii, Inc.

Duties/responsibilities included the following:

- Oversee the operations of seven contracts/programs in East Hawaii, including DHS Homeless Outreach, AMHD Homeless Outreach & Interim Case Management, SNAP Outreach, TANF Housing Placement, Homeless Prevention & Rapid Re-housing, HUD's Shelter Plus Care Kukui program and Shelter Plus Care New Directions program, and the AMHD Representative Payee program;
- Track program outcomes for reporting purposes per contract requirements;
- Provide supervision for a staff of 13;
- Coordinate and facilitate all programs' monthly team meetings;
- Coordinate and facilitate team meetings with AMHD case management agencies;
- Coordinate and facilitate monthly trainings for all staff;
- Provide reciprocal trainings for AMHD and other provider/social service agencies;
- Establish & cultivate relationships with community agencies, including the Downtown Improvement Association, the Social Security Administration, banking institutions, private landlords and rental agencies, all AMHD provider agencies, and other social service agencies;
- Provide mediation for any grievances filed by consumers and/or their case managers;
- Prepare grant proposals and reports for all programs;
- Coordinate Puna's annual National Hunger & Homelessness Awareness luncheon and community fair;
- Assist CEO with the planning and coordination of all other homeless programs' activities and events as needed.

December 2007—February 2010: Program Director, Representative Payee Program, OSM

Duties/responsibilities included the following:

- Oversee the operations of the representative payee program, including the supervision of three representative payees;
- Coordinate and facilitate team meetings with AMHD case management agencies;
- Provide inservice trainings in regard to OSM's representative payee programs for other social service agencies as needed.
- Establish and cultivate relationships with the Social Security Administration, banking institutions, landlords, creditors, vendors, and other social service agencies;
- Complete account reconciliations for all program participants (200); flag all SSI accounts with balances at \$1200, follow up on any unusual account activity;
- Update representative payee policy and procedures manual annually or as needed;
- Create and update all representative payee forms;
- Provide mediation/conflict resolution for consumers, case managers, and payees;
- Conduct quarterly record reviews for other OSM programs;
- Conduct interviews/make recommendations for applicants of other OSM programs;
- Prepare and submit monthly billing for representative payee program to AMHD;
- Prepare and submit monthly and quarterly reports for rep payee program to AMHD;
- Assist Program Administrator with the planning and coordinating of OSM's homeless programs' activities and events as needed;
- Prepare curriculum and implement trainings as needed.

2003—December 2007: Program Coordinator, Representative Payee Program, OSM

- Oversee the representative payee program, including the supervision of three representative payees;
- Coordinate and facilitate team meetings with case management agencies;
- Provide the linkage among consumers, financial institutions, community mental health centers, the Social Security Administration, and other mental health providers;
- Manage the accounting system of receiving and disbursing funds on behalf of consumers participating in the payee program;
- Maintain consumer files, including personal history, correspondence, bills, financial statements, receipts, budget and agreement forms, reports, and progress notes;
- Assist clients with completing continuing disability reviews for SSA and other social service agencies;
- Complete program reports (monthly, quarterly, and annually) for AMHD and SSA.
- Attend clinical meetings as required;
- Assist with other homeless programs' activities as needed.

August 1998—2003: Representative Payee, AMHD Representative Payee Program, OSM

- Provide money management services for 50 severely mentally ill consumers, including the receipt and payment of essential bills (i.e., rent & utilities), disbursing allowances as needed, and maintaining the individual bank accounts of each consumer;
- Coordinate services with case managers from other agencies in accordance with individual service/recovery plans;
- Participate in budget planning with consumers and their case managers at least once every six months or as needed;
- Complete reports for AMHD and SSA as needed;
- Maintain client files with documentation including personal information, correspondence, bills, financial statements, receipts, budget & agreement forms, reports, & progress notes;
- Assist clients with continuing disability reviews for SSA & other social service agencies;
- Complete annual tax returns for consumers;
- Attend AMHD and other trainings as required;
- Attend clinical meetings as required;
- Assist with other homeless programs' activities as needed.

October 1997—October 1998: Mental Health Outreach Worker, AMHD Outreach Program, OSM

Duties/responsibilities included the following:

- Provide the linkage for homeless mentally ill consumers to the community mental health centers by locating consumers in the field and establishing rapport;
- Conduct intake and assessment;
- Provide counseling and case management services;
- Maintain files for all consumers, including personal information, correspondence, housing and financial aid applications, treatment/recovery plans, and progress notes;
- Attend monthly AMHD meetings to present/review cases;
- Complete monthly and quarterly reports for AMHD;
- Attend trainings as required.

January 1997—October 1997: Case Manager, Hale Kokua Transitional Housing Program, OSM

Duties/responsibilities included the following:

- Cultivate and maintain landlord relationships
- Provide intake, assessment, & screening of participants

- Assist with housing search and rental applications
- Provide case management services for program participants
- Provide landlord-tenant mediation

Volunteer Experience

2015—Present: Member of the Health and Wellness Committee and the Fundraising Committee of the Hawaii Island Going Home Consortium

2015—Present: Member of the Family Violence Interagency Committee

2015—2017: Steering Committee for the *Nine Months: Window of Hope* Project

2015—2017: Member of the East Hawaii Substance Abuse in Pregnancy Community Action Team

2012—Present: Member of the Hawaii Island Going Home Consortium

2015: Secretary, Executive Committee of the Community Alliance Partners (CAP)—Hawaii County's Continuum of Care

2012—2015: Member, Chronic Homeless Intervention and Rehabilitation Project

2006—2007: Treasurer, Board of Directors for Faith Against Drugs

