



**THE HONORABLE SHENG THAO • MAYOR OF OAKLAND**

CITY HALL • 1 FRANK H. OGAWA PLAZA • OAKLAND, CALIFORNIA 94612 • (510) 238-3141 • [SThao@OaklandCA.Gov](mailto:SThao@OaklandCA.Gov)

Letter of Appointment

June 6, 2023

Dear President Bas and members of the City Council:

Pursuant to City Charter Section 601, the Mayor has appointed the following persons as members of the following board or commission, subject to City Council confirmation:

**Commission on Homelessness**

**Marlene Hurd**, to serve a three-year term that began December 2, 2021 and ends December 1, 2024, filling a previously vacant seat.

**Marcus Christmas**, to serve a three-year term that began December 2, 2021 and ends December 1, 2024, filling a previously vacant seat.

**Yolanda Anderson**, to serve a three-year term that begins December 2, 2020 and ends December 1, 2023, filling a seat previously held by Trent Rhorer.

Thank you for your assistance in this matter.

Sincerely,

A handwritten signature in black ink that reads "Sheng Thao". The signature is fluid and cursive, with the first name "Sheng" and last name "Thao" clearly legible.

Mayor Sheng Thao

**Profile**

<u>Marlene</u>	<u>C</u>	<u>Hurd</u>
First Name	Middle Initial	Last Name

[Redacted]  
Email Address

[Redacted]  
Street Address

[Redacted]  
City

[Redacted]  
Suite or Apt

[Redacted]      [Redacted]  
State                      Postal Code

<u>Mobile: (510) [Redacted]</u>	<u>Home: (510) [Redacted]</u>
Primary Phone	Alternate Phone

<u>Commissioner Volunteer</u>	<u>Commissioner Volunteer</u>
Employer	Job Title

**Which Boards would you like to apply for?**

Commission on Homelessness : Submitted

**Interests & Experiences**

**Please tell us how your qualifications and participation will relate to the requested board and/or commission's mission.**

I was once homeless living in my car while attending Laney College as a student. Coming out of homelessness I was appointed to the Oakland Housing Authority as a Resident Commissioner by than Mayor Ronald Dellums and reappointed by than Mayor Jean Quan. During my terms I was elected to be the Vice-Chair Commissioner on the Oakland Housing Authority. I served two terms. I am now serving on the Resident Advisory Board of the Oakland Housing Authority I helped to create. I am also serving as a Board Member on the Building Opportunities For Self-Sufficiency, BOSS Board. I am using my lived homeless experience to help our homeless community working with homeless college students, our senior community, and interviewing and writing about peoples lived experiences.

*Please submit your resume or curriculum vitae. You may upload a document. (A Word format is preferred.) Alternatively, you may paste the text of your resume in the field provided below.*

[MHurd\\_Resume\\_05-04-2023.docx](#)

Upload a Resume

**Please paste the text of your resume or curriculum vitae below.**

Please click the acknowledgement below.

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Service on City of Oakland boards, commissions, and committees may require filings of the FPPC's Statements of Economic Interest (Form 700). Upon appointment and determination of filing status, I will comply with all filing obligations.

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I Agree \*

# Marlene C. Hurd, B.A., NCC

Oakland, CA 94607 | 510 [REDACTED]@gmail.com

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## Areas of Expertise

Certified Housing Commissioner| Affordable Housing| Real Estate Development| Government Affairs| Public Speaker, Workshop Presenter| Social Justice Advocate| Education Advocacy| Project Management Coordinator| Public Policy Fellow| Public Health Initiatives| Researcher| Case Management | |Community Based Organizations| Experience Working with Elected Officials| Grant Writing & Progress Reporting| State of California Black Caucus President| Student Senate Board of Governor Representative | Event Planner

## Education & Training

Merritt College Oakland CA., Spring 2019 Graduate, Paralegal, Associate of Arts Degree  
Merritt College Oakland CA. Spring 2019 Graduate, Paralegal Certificate of Achievement  
Merritt College Oakland CA. Spring 2016 Graduate, Real Estate of Arts Degree  
Laney College Oakland CA. Spring 2014 Graduate, Associate in Arts in Language Arts  
Laney College Oakland CA. Spring 2014 Graduate, Associate in Labor Studies  
Laney College Oakland CA. Spring 2014 Graduate, Associate in Arts in Social Sciences  
Mills College, Oakland, CA Bachelor of Arts - Ethnic Studies, 2011

## Additional Course Work

UC Berkeley, Goldman School of Public Policy, Poverty & Inequality Fall 2010 (Mills College Cross Studies Program)  
Mills College, Economic Policy Analysis, Public Policy Making Process, Law and Policy, Government Administrative Behavior, Methods of Policy Analysis, Fall 2008-Spring 2010  
UC Berkeley Labor Center, Summer Institute on Union Woman, Certificate of Completion, 07/12  
Laney College (Associate of Arts): Labor Studies (2014), Social Sciences (2014), Language Arts (2014)  
Merritt College Real Estate Degree May 2016

## Certifications

Drug Prevention Specialist Certificate, Foundation For A Drug Free World, 2016  
Housing Commissioner, National Association of Housing Redevelopment Officials NAHRO  
Alameda County Leadership Academy (2005), City of Oakland Citizens Academy (2005), Alameda County Behavioral Health Care Services (2014)

## Appointments & Elected Positions

- Elected Vice-President of Commissioners, California Northern Region Chapter National Association of Housing & Redevelopment Officials NAHRO, **2014 to 2016**
- Commissioner Re-appointment, Mayor Jean Quan, Oakland Housing Authority, **07/12 to 2019**
- Commissioner, Mayor Ron V. Dellums, Oakland Housing Authority, **07/08 to 7/12**
- Commissioner, Mayor Ron V. Dellums, Mayor's Commission on Persons with Disabilities, **09/09 to 09/15**
- Commissioner, Vice-Chair, Alameda County Consumer Affairs Commission, Reappointed, Alameda County Supervisor Wilma Chan, 2019 to current
- Commissioner, Alameda County Supervisor Keith Carson, Chair, Alameda County Consumer Affairs Commission, **2005 to 2019**
- Board of Governors, Student Senate Representative, California Community Colleges, **07/07 to 06/08**
- Elected Student Trustee Peralta Community College District for two terms, 2006 to 2008
- Board Member, Building Opportunities for Self-sufficiency (BOSS), Berkeley, CA, **06/12 to current**
- Board Member, Healthy Communities, Inc. (formally Healthy Oakland), Oakland, CA, **01/11 to 8/ 12**

## Fellowships & Leadership Development

- Fellow- Alameda County Tobacco Control Policy Leadership Institute April 2016 to current
- Fellow- University of California San Francisco LOOP Leadership Program Health Equity in Tobacco Control **2015-2016**, San Francisco CA.
- Fellow- Women's Foundation of California Women's Policy Institute, Oakland, CA, Member of the Criminal Justice Team, Sponsored Bill AB 396 "A Fair Chance at Housing" **2014-2015, Graduated August 2015**
- Black Women Organized for Political Action (BWOPA), Oakland, CA, BWOPA Leadership University for the 21st Century Women, **Graduated 2015**
- Fellow- Urban Habitat Boards and Commissions Leadership, Oakland, CA, **Graduated 2013**

## Work Experience

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**Founder/ President, Bridges Connecting People to Education.**

**July 20, 2020 to Present**

- Provide a diverse range of supportive, transformative services to youth, men and women and senior citizens
- Provide wrap around services to social service agencies, social workers, probation officers, local agencies, case management, homeless populations, formerly incarcerated
- Social Security Representative Payee services
- Referrals for GED and Literacy classes, Vocational Training for employment opportunities, Housing, Health Care and Mental Health Care referrals

**Community Health Education Institute (CHEI), Berkeley, CA**  
**Project Coordinator (Part Time)**

**January 2014- June 30, 2016**

- Assist the CHEI project director with coordinating the State of California and Alameda County grant ("Reduce Tobacco Related Inequities Interventions" objectives through the Peralta Colleges Tobacco Less Clubs. The grant's objective is as follows: one campus within the Peralta College District will amend their current tobacco-free policy to prohibit electronic nicotine delivery (ENDDs) on a campus; including stairwells, sidewalks, and buildings
- Responsible for tracking grant activity goals, assisting with preparing grant progress reports, scheduling meetings, creating agendas, coordinating and supporting Tobacco Less Clubs
- Outreach and educate students, campus stakeholders, administrators, facilities committee, faculty and student governments

**Healthy Communities, Inc., Oakland, CA (Part Time)**  
**Human Resources Director/ Administrator (Part-Time)**

**August 2012-April 2016**

- Responsible for the development and management of the human resource department. Collaborate with executive management to develop and administer human resource policies
- Ensure administrative governance compliance with programs and services, including legal compliance, employee benefits, employee relations, employment practices, and procedures, employee communications as well as employee events and
- Assist department with recruitment
- Facilitate leadership meetings as assigned by the President & CEO
- Oversee employee recordkeeping including new hires, performance appraisals, employee transfers, separations

**Department of Human Services Office of Re-Entry Employment, City of Oakland, Mayor Ronald V. Dellum's and Mayor Jean Quan's Prison Re-entry Initiative, Oakland, CA**  
**Re-Entry Specialist Intern (Volunteer)**

**August 2010 - April 2012**

- Co-facilitated job readiness orientations, distributed community resource information, provided one-on-one counseling and intensive case management, attended community reentry and Measure Y violence prevention meetings
- Planned and conducted administrative or operational studies; determined information gathering processes; obtained required information for analysis; evaluated alternatives and made recommendations for technological and policy changes; prepared reports and materials and made presentations
- Prepared a variety of correspondence, narrative and statistical reports, procedures and other written materials

**Peralta Community College District, Oakland, CA**  
**Trustee**

**June 2006 - May 2008 Student**

- Member of the Peralta Community College District Board of Trustees
- Participated in overseeing the planning and budget development processes for the Peralta Colleges
- Made and reviewed expenditure projections and monitored expenditures for available funds; authorized payments and requests fund transfers; prepared a variety of budgetary reports
- Worked with students, faculty, administrators and surrounding communities

**Alameda County Board of Supervisors, Supervisor Keith Carson 5<sup>th</sup> District, Oakland, CA April 2006- August 2006**  
**Professional Technical Specialist**

- Assisted Supervisor Keith Carson and staff with governmental relations and County legislative issues
- Prepared written commendations and proclamations provided by the Board of Supervisors
- Participated with Washington Legislative and Senate bills supported by the Board of Supervisors
- Attended various Board meetings, community/constituents, strategic planning committees
- Prepared a variety of correspondence, narrative and statistical reports, procedures and other written materials; accessed varied data bases or use information from various sources to prepare such materials; created and updated data base spreadsheets for elected officials, and various county programs
- Designed and wrote the Carson District 5 Internship Handbook

**Office of California Governor Arnold Schwarzenegger, Office of Constituent Affairs and Legislative Affairs, Sacramento, CA Summer Intern (Volunteer)**  
**September 2005**

**June 2005-**

- Office of Constituent Affairs Education section, tracked legislation, performed research, answered constituent calls, composed correspondences

- Prepared bill summary analysis for the Governor's signature
  - Assisted with event planning and preparation, State Capital Mailroom Distribution, opened, sorted and distributed the Governor's and staffs mail
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### **Additional & Volunteer Experience**

- Vice-Chair, Oakland Housing Authority Board of Commissioners, Oakland, CA, **07/12 to 2019**
- Chair, California Affordable Housing Initiatives, Inc (CAHI), Oakland, CA, **07/12 to 2019**
- Board Member, Building Opportunities for Self-sufficiency (BOSS), Berkeley, CA, **06/12 to current**
- Inspector, Poll Worker, 2012 Presidential Primary Elections, Alameda County **June 2012**
- Community Organizer Team, Building Opportunities for Self-Sufficiency (BOSS), Berkeley, CA **09/11 to current**
- Organizer, Women's Economic Agenda Project (WEAP), Oakland, CA, **09/ 11 to current**
- Chair, Oakland Housing Authority, Board of Commissioners Education Policy Committee, **2/11 to 2019**
- Director, Tassafaronga Housing Corporation, Oakland Housing Authority, **06/10 to 2019**
- Committee Member, National Legislative Network, National Association of Housing and Redevelopment Officials, **4/09 to 04/13**
- Legal Advocate Intern, Justice Now, Oakland, CA, **01/09 to 05/09**
- President, Madison Park Apartments Resident Association, Oakland, CA, **05/09/ to 05/10**
- President, Northern Division Disabilities Awareness Group for Students, **02/08 to 05/09**
- Member, Disabled Students Programs and Services, California Community Colleges, **08/08 to 05/09**
- Poll Worker Judge, 2008 Presidential Elections, Alameda County, Oakland, CA **November 2008**
- Poll Worker Clerk, 2006 Direct Primary Elections, Alameda County, Oakland CA, **June 2006 & 2004 Presidential Elections, Alameda County, Oakland CA, 11/04 and 11/06**
- Region III Student Senator for the California Community Colleges, **06/07 to 03/09**
- State President, Black Caucus of the California Student Association of Community Colleges, **02/07 to 02/09**
- Associated Students of Laney College, Senator **08/05 to 05/06**, Secretary, **08/04 to 5/06**

### **Honors & Recognition**

2023 Certificate Of Appreciation For Outstanding Community Organizing, Alameda County Tobacco Control Coalition

2015 Advocate of the Year Outstanding Contribution Award: Alameda County Tobacco Control Coalition

Recipient of commendations from Peralta Community Colleges, California Senators, Assemblymembers Certificate of Recognition CA

State Chancellor Brice Harris, U.S. Congresspersons, Alameda County Board of Supervisors and the City of Oakland Mayor's Office 2014, Certificate of Special Congressional Recognition, as Former President of the Black Caucus Executive Board, Congresswomen Barbara Lee, 13<sup>th</sup> District U.S. House of Representative

Councilmember Desley Brooks, City of Oakland, Spring 2011| California Assemblymember, 14th District, Nancy Skinner, 03/11|

Chancellor Jack Scott, California Community Colleges, 06/09| California Assemblymember, 16th District, Sandre R. Swanson, 06/09

& 03/11 California Congresswomen Maxine Waters, 02/07 & 2/09| Peralta Community College District Resolution, 05/08| Cynthia

McKinney, 2008 Green Party Presidential Candidate, 10/08| California State Assembly, 06/07| Alameda County School Board

Association, 04/07

### **Academic Activities**

- Member, Peralta Proud Advisory Committee Feb 2016 to 2019
- Mills College Submission Editor, The Womanist, Women of Color Journal Spring 2009, Issue XII
- Editor-in Chief, Harambee Student Newspaper 2008-2009
- Co-Founder Peralta Community College Alumni Association, Oakland, CA 2006-2008 , Winner Peralta Colleges District Chancellor's Trophy Scholarship award, 2006

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## Profile

Marcus

First Name

D

Middle Initial

Christmas

Last Name

[Redacted]

Email Address

[Redacted]

Street Address

[Redacted]

City

[Redacted]

Suite or Apt

[Redacted]

State

[Redacted]

Postal Code

Mobile: (267) [Redacted]

Primary Phone

Mobile: (267) [Redacted]

Alternate Phone

Eden Housing

Employer

Associate Director of Supportive Housing

Job Title

## Which Boards would you like to apply for?

Commission on Homelessness : Submitted

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## Interests & Experiences

**Please tell us how your qualifications and participation will relate to the requested board and/or commission's mission.**

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I am a resident of Oakland, California and I have over 22 years of experience in social services including serving as director for numerous family and SRO homeless shelters. Additionally, I have also led supportive housing programs and have been the deputy director of a domestic violence organization. As an experienced Licensed Clinical Social Worker and the current Associate Director of Supportive Housing for Eden Housing Inc. I am responsible for developing and implementing permanent supportive housing throughout California for those who have special needs and experiencing homeless. Combating homeless and finding solutions to help those who are unhoused is a passion and commitment of mine. I have been invited to share my experience and expertise to the those who work to provide affordable and supportive housing. For example, I have been a presenter at the Affordable Housing Management Association of Northern California in Hawaii (AHMA). I will also be presenting this spring at the Corporation of Supportive Housing (CSH) Summit in Philadelphia, PA where I will discuss best practices on providing permanent supportive housing for Transitioned Aged Youth (TAY). I have carried out a wide range of activities including marketing programs, creating, and maintaining partnerships, supervising staff, budget administration, program supervision, managing projects, and fundraising/development. For example, I lead the development of a legislative ad hoc committee for Laurel House's, a domestic violence organization in Pennsylvania, board of directors to improve our relationships with federal, state, and county elected officials. As a result, I was able to negotiate a significant funding allocation to enhance programming at the organization. The organization was left in a position to finalize a \$152,000 allocation from state legislators, pending approval by the state house. While working for The Salvation Army of Southeastern Pennsylvania and Delaware, I oversaw a \$1.2 million budget for two housing facilities, as well as developed a strategic plan involving a physical move of our program to a new location. Additionally, I obtained funding to increase our permanent supportive housing program's capacity from 12 families to 26 families. As director of the Lessig-Booth Family Residence, an emergency shelter, I combated dire financial constraints, and a possible facility closing, due to decreasing grant monies in response to a low level of occupancy in the facility. As a result of my leadership, grant funding increased by \$162,000; community members contributed significantly to our finances; and residential occupancy increased. The improvements contributed to expanding the occupancy rate by 33%; the number of residents obtaining independent housing also doubled. It is my hope that you will find my experience and knowledge regarding housing will be beneficial to the Oakland Homeless Commission and that my experience as a social worker and administrator working with those who are unhoused will enhance the work that the commission is already performing.

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***Please submit your resume or curriculum vitae. You may upload a document. (A Word format is preferred.) Alternatively, you may paste the text of your resume in the field provided below.***

[Marcus\\_D\\_Christmas\\_Resume\\_2023.docx](#)

Upload a Resume

**Please paste the text of your resume or curriculum vitae below.**

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Please click the acknowledgement below.

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I Agree \*

**Marcus D. Christmas, LCSW**

██████████  
Oakland California 94619

267-██████████

██████████@gmail.com

## EDUCATION

**Bryn Mawr College**, Graduate School of Social Work and Social Research, Bryn Mawr, PA  
Masters of Social Service

May 2008

**University of Toledo**, Toledo, OH  
Bachelor of Arts in Communications

August 2000

## Professional Summary:

Experienced Licensed Clinical Social Worker with a strong background in building non-profits organizations for individuals and families who are suffering and healing from traumatic experiences. Strong background in collaborating and serving as a clinical consultant to deliver interventions and populations at-scale.

## CLINICAL EXPERIENCE:

### **Eden Housing**

**2022-Present**

*Associate Director of Supportive Housing*

- Responsible for the development and management of services programming for special needs populations including people coming from homelessness and those struggling with behavioral health challenges for programs throughout California
- Collaborate with partner providers on developing evidence-base supportive service plans for individuals with special needs including persons coming from homelessness and those struggling with behavioral health challenges for programs through California.
- Oversees third-party contracts for our permanent supportive housing sites
- Works closely with Eden Housing's Real Estate Development, Asset Management, Property Management, and Compliance departments to ensure that all new and existing partner contracts are carried out in compliance with regulatory commitments
- Responsible for identifying new collaborative partners and strategic opportunities for provisions of services programming at new and existing sites
- Supervises the Information and Referral Specialist
- Provides consultation to the Real Estate Development department for resident services program design for new affordable housing projects with units designated to special needs populations
- Provides input and support to the Training Department to develop and recommend training plans for staff working in permanent supportive housing properties
- Provides support and guidance to staff, internal and external providers that require the use of crisis intervention techniques and strategies

### **Marcus Christmas, LCSW (Private Practice)**

**2020-Present**

*Owner/ Clinician/ Consultant*

- Provides mental treatment and diagnosis for individuals and families dealing with issues such as Post Traumatic Stress, Anxiety, Depression, Attention Deficit Hyperactivity Disorder

- Serves a consultant to local and national community-based organizations to strategize and create access to mental health treatment for those that identify as BIPOC
- Uses a trauma informed and healing centered engagement framework
- Provides executive and life coaching

**San Francisco Unified School District**

**2017-2022**

*Wellness Coordinator/Social Worker*

- Served as lead to a multidisciplinary clinical team such as Nurse, LCSW's, LMFT's and Community Outreach worker.
- Provided a mental health perspective to school administration, school staff, students and families to enhance school climate to build, sustain and integrate service delivery systems
- Assessed current status of needs and resources of school community and implements programs by consulting with teachers, administrators, staff, and families in regard to social and emotional needs of students
- Coordinated multi-disciplinary student support structures such as the coordinated care team
- Utilized a response to intervention framework to guide service delivery and leads school site efforts to integrate the Coordinate Care Team and Positive Behavior Interventions and Supports.
- Ensured data driven decision making, interventions and progress monitoring to evaluate effectiveness of interventions
- Built and maintained positive relationships externally and internally with staff, students, families and community-based organizations
- Promoted understanding of familial, cultural and community factors that affect students experience at school
- Responded to school-wide crises and acts as an ongoing member of the school site crisis response team
- Provided 1 on 1 supports for students and families
- Assessed home, school, personal and community factors that may affect a student's learning, which may include observations of student in school and home settings and a review of educational records and academic work

**Project 99, West Orange, NJ**

**2014-2017**

*Intensive In-Home Counselor*

- Conducted weekly in home individual, family therapy sessions with high risk children, adolescents and young adults diagnosed with a variety of disorders and behavioral concerns including but not limited to Adjustment Disorders, ADHD, Oppositional Defiant Disorders, Depression, Anxiety Disorders, Cognitive Disorders and Trauma
- Completed psychosocial assessments and works with interdisciplinary team to develop a safe and appropriate plan of care
- Developed and write treatment plans, progress notes and diagnostic summaries
- Developed and write treatment plans for the behavioral assistant assigned to caseload
- Supervised behavioral assistant assigned to cases
- Maintained case load and in puts records into the state wide Perform Care System.
- Coordinated safe, comprehensive aftercare plans for patients transitioning to alternative levels of care in the community

**Laurel House, Norristown, PA**

**2011-2012**

*Deputy Director*

- Executive team member, 2<sup>nd</sup> in command, of a comprehensive domestic violence organization composed of emergency shelter, transitional housing, law enforcement and medical response, community counseling, family and children advocacy, and community prevention education
- Supervised and provided guidance to five direct reports and overall supervision to 34 employees
- Worked regularly with the Executive Director in developing and managing a \$1.7 million annual budget, comprised of government allocations, grants from foundations, private donations, and revenue from two resale shops
- Wrote and managed government and foundation grant proposals
- Cultivated and maintained relationships with donors and community supporters
- Developed and implemented outcome measurements for all six agency programs
- Provided overall supervision of community volunteers for day to day operation and community events
- Managed all aspects of human resources, payroll, and employee benefits programs

- Collaborated with the executive team to plan and carry out fundraising events, as well as participation in public relations and media affairs
- Cultivated and managed relationships with federal, state, and local elected officials; created and implemented a legislative ad hoc committee for the Board of Directors
- Negotiated and monitored contracts with community service providers and other vendors
- Developed and maintained policies/procedures and process workflows for all operational functions
- Collaborated with the Board of Directors and Executive Director in interviewing consultants to establish a feasibility study for capital campaign
- Served as staff liaison to Board of Directors' Personnel and Program committees

**The Salvation Army of Southeastern Pennsylvania & Delaware**

**2004-2011**

***Reed House and Shelter Plus Care Housing Programs***, Philadelphia, PA

2009-2011

*Director*

- Oversaw all aspects of two residential programs consisting of a 66 bed SRO and 90 bed family program
- Provided oversight for the city of Philadelphia Shelter Plus Care Program at Mid-City designed for reunification of children in foster care with their biological mothers
- Identified new donors to help fund new and existing programs
- Created and maintained \$1.2 million operating budget
- Developed and implemented policies and procedures related to the operation of the overall programs
- Provided oversight and guidance to a staff of 20 professionals, including case management, property management, administration, drug and alcohol counseling, family counselors and residential aides
- Ensured compliance with regulations from funders and regulatory agencies
- Provided oversight for annual reporting and maintained positive relationships with funding agencies, National Equity Fund, Pennsylvania Housing Finance Agency, City of Philadelphia Office of Supportive Housing, and US Department of Housing and Urban Development
- Met with tenants of housing programs individually and in groups, to listen to and address their needs as appropriate
- Worked with program-specific advisory councils
- Represented the face of both agencies when called upon to make presentations to community groups, provider groups, and inter-agency meetings
- Developed and maintained relationships with neighborhood and community organizations

***Lessig-Booth Family Residence***, Pottstown, PA

2008 – 2009

*Emergency Housing Director*

- Oversaw the daily operations and supervision of the Lessig-Booth Family Residence to ensure full occupancy of 42-bed facility
- Created, implemented, and oversaw shelter budget of \$450,000
- Worked with divisional headquarters' comptroller in meeting all financial obligations, planning and executing all budget/program modifications, monthly voucher reports, continuing funding applications and other requirements and deliverables that ensured funding for the program
- Managed and wrote grants for shelter projects and programs
- Identified and cultivated fundraising opportunities and campaigns
- Maintained and reported agency statistics and outcomes
- Maintained relationship with local media and publications
- Produced monthly, quarterly, and annual reports to meet funder requirements
- Assured compliance with all funders, agency, and governmental requirements
- Oversaw scheduled and emergency maintenance/repairs for facility and surrounding grounds
- Worked closely with audit firms, legal advisors, financial and technology consultants, and all third-party vendors
- Provided supervision and professional development to staff
- Collaborated with community leaders and business partners

***Red Shield Family Residence***, Philadelphia, PA

2006 – 2008

*Facilities Service Coordinator/ Case Manager*

- Supervised kitchen and maintenance department employees and leadership teams
- Provided financial oversight for kitchen and maintenance departments

- Assisted in managing relationships with city funding agencies
- Managed and oversaw multiple shelter renovation projects
- Maintained and implemented standards required by the City of Philadelphia and state of Pennsylvania
- Conducted yearly employee performance evaluations
- Developed and implemented departmental policy and procedure guidelines

*Case Manager*

2004 – 2006

- Provided assessments, guidance, counseling, and support to homeless population living in shelter
- Provided new staff with training and professional guidance
- Served as member of the interdisciplinary clinical team
- Worked with clients to develop service plan to address their needs and the needs of their dependents and ensured that service plan was executed based on agreed goals and objectives
- Partnered with outside agencies to provide alcohol and drug recovery services, medical care mental health services, financial assistance, education, and job training
- Assisted clients in completing housing applications to Philadelphia Housing Authority and transitional housing programs

**Family Outreach Community United Services, Inc. (FOCUS), Toledo, Ohio**

2001-2004

*Employment Specialist/ Housing Case Manager*

- Supervised four individuals within job development unit
- Conducted intakes and assessments on participants referred to job program
- Created partnerships with local employers and implemented job training stipend program
- Marketed and assisted participants in obtaining employment
- Provided initial workshops that help participants identify personal goals, develop life skills, increase self-motivation, enhance leadership skills, improve decision-making abilities, and identify job skills
- Maintained outcome and milestone evaluations
- Established and revised program goals and services in accordance with program objectives, participant needs, and community resources
- Recruited participants for the program from the homeless services network

**ADDITIONAL EXPERIENCE:**

**Privatus Care Solutions, New York City, NY**

2014 – 2017

*Talent Acquisition Manager*

**BAYADA Home Health Care, Jersey City, NJ**

2012-2014

*Division Recruiting Manager*

**CERTIFICATIONS**

**Licensure:**

Clinical Social Worker State of California	2020
Licensed Social Worker (LSW) State of New Jersey	2012
Licensed Master Social Worker (LMSW) State of New York	2014
Pennsylvania Coalition Against Domestic Violence Certificate.	2007
Sanctuary Trauma Therapeutic Model	2006
Handle With Care	2006

**PRESENTATIONS**

Christmas M. & Brotherton S. (2010) *Trauma-Informed Care: A Cutting-Edge Model for Working with Homeless Families*, Homes Within Reach Conference, Housing Alliance of Pennsylvania, Harrisburg PA

Christmas M. (2010) *Becoming Trauma-Informed*, More Than a Roof and Walls Conference, Pennsylvania Housing Finance Agency, Lancaster, PA

### LEADERSHIP POSITIONS

<b>Big Brothers Big Sisters of Burlington, Camden and Gloucester Counties</b> Member, Board of Directors ● Vice president of fundraising	2010-2013
<b>Children's Village</b> Member, Board of Directors	2010-2012
<b>Pottstown Emergency Relief Committee</b> Founder/chairman	2008-2009
<b>Tri County Community Network</b> Member, Board of Directors	2008
<b>Children's Hospital of Philadelphia Homeless Health Initiative Regional Conference Conference Planning Committee</b>	2007

### PROFESSIONAL MEMBERSHIPS

<b>National Association of Social Work</b>	2006- Present
<b>Kappa Alpha Psi Fraternity, Inc.</b>	2007-Present

### PROFESSIONAL Development

<b>Bryn Mawr Graduate School of Social Work and Social Research</b> Non- Profit Executive Leadership Certificate	2011
<b>United Way Southeastern Pennsylvania Emerging Leaders Program</b> Certificate	2010

### Profile

Yolanda \_\_\_\_\_ F \_\_\_\_\_ Anderson \_\_\_\_\_  
First Name Middle Initial Last Name

\_\_\_\_\_  
Email Address

\_\_\_\_\_  
Street Address

\_\_\_\_\_  
City

\_\_\_\_\_  
Suite or Apt

\_\_\_\_\_  
State

\_\_\_\_\_  
Postal Code

Mobile: (510) \_\_\_\_\_ Home: (510) \_\_\_\_\_  
Primary Phone Alternate Phone

EOCP (EAST OAKLAND COMMUNITY PROJECT) \_\_\_\_\_ Outreach Specialist \_\_\_\_\_  
Employer Job Title

### Which Boards would you like to apply for?

Commission on Homelessness : Submitted

### Interests & Experiences

**Please tell us how your qualifications and participation will relate to the requested board and/or commission's mission.**

I work in a shelterer for the homeless community. I'm both cognitive and compassionate of the plight of the homeless community. Prior to working in the capacity of Outreach Specialist I worked as a case manager for the homeless. I have intimate knowledge of the barrier's homeless individuals face. Knowledgeable of inherited systemic issues that plague the homeless crisis and factors that perpetuate the success of overcoming homelessness.

***Please submit your resume or curriculum vitae. You may upload a document. (A Word format is preferred.) Alternatively, you may paste the text of your resume in the field provided below.***

[RESUME\\_2023.docx](#) \_\_\_\_\_  
Upload a Resume

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Please click the acknowledgement below.

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I Agree \*



# YOLANDA ANDERSON



██████████@gmail.com



(510) ██████████



Oakland, CA 94609

## SKILLS

- Vast experience with multi-cultural marginal communities.
- Compassionate about people and elated to effectively participate in their journey to improve the quality of their lives. proficiency
- Provide support yet respectfully hold clients accountable for their actions. Maintains professional boundaries while treating individuals with respect and compassion.
- Solution-based intervention.
- Display consistent leadership and professional behavior. Remains calm under pressure; handles emotionally challenging situations with professionalism and intention. I realize that control isn't

## PROFESSIONAL SUMMARY

Proven history as Mental Health Case Manager with individuals from marginal communities, including incarcerated and homeless individuals. Hardworking and dedicated to program success. Proactive and resourceful. Excellent time management and multitasking. Coordinated community service programs to meet patient needs. Knowledgeable about organizing referrals. Skilled at cultivating strong partnerships with community resources. Recognized consistently for performance excellence and contributions to success. Strong communicator with passion for helping others. Excellent reputation for resolving problems and team building.

## WORK HISTORY

**East Oakland Community -SSVF Lead Case Manager**  
*Oakland, CA 11/2021 - Current*

- Increased engagement and communications with clients and case workers by 33%
- Client engagement is critical tool
- Nurtures a meaningful, trustworthy rapport between caseworker and client
- Client /case worker relationship is a critical component for establishing a sound foundation for program success
- Worked with individuals to help understand and overcome personal, social, or behavioral problems affecting habitability
- Reviewed and developed intake and discharge planning strategies to encourage client engagement and retention
- Manage support services and fostered communication among social workers, VA hospital staff and patients, treatment plan strategies with multidisciplinary teams to provide comprehensive and continuous care plan
- Created resource list provided to clients at intake

YOLANDA ANDERSON  
OAKLAND, CA 94609

(510) [REDACTED] | [REDACTED]@GMAIL.COM

August 5, 2022, 2022

MEALS ON WHEELS

[REDACTED]  
San Francisco, CA, 94124

415- [REDACTED]

RE: Assessment Specialist/Social Worker

Dear Hiring Manager,

It is my pleasure to submit my application to MOW for the Assessment Specialist/Social Worker

My entire career I have utilized my education, experiences, empathy, compassion, and passion to work with underrepresented, marginalized communities. I have been afforded opportunities to support people overcoming hardships and achieving success. Most are dealing with myriad dynamics including undiagnosed mental health, unmanaged health issues, self-medicating, unresolved traumas, poverty, incarceration, without support and access to resources. I pride myself on a strong work ethic, attention to detail and meeting people where they are at. I am a lifelong learner and in exchange a lifetime mentor/teacher. I strongly believe those in helping professions must assist and ultimately teach others to be self-sufficient. I am skilled at building rapport, development of goals, objectives, care plans, and creating timelines to accomplish these tasks. I have outstanding interpersonal skills, clear verbal and written communication, knowledge of resources. I appreciate training, policies, and procedures to provide excellent services. I am computer competent. I have utilized various data base and applications systems. Familiar both Sales force and Cal Jobs databases.

I bring an extensive background of success in this field, along with the qualifications which are required to make a positive impact in this role.

I offer a combination of unique skills and competencies which I have developed through a lengthy and rewarding career. I have honed counseling and crisis intervention skills while being proficient in problem-solving. In previous roles, I have contributed to organizational improvements, collaborative team efforts and attainment of key business targets. I look forward to hearing from you at your earliest convenience.

Thank you for your time and consideration of my candidacy.

Sincerely,

Yolanda Anderson



APPROVED AS TO FORM AND LEGALITY

  
CITY ATTORNEY'S OFFICE

## OAKLAND CITY COUNCIL

RESOLUTION NO. \_\_\_\_\_ C.M.S.

INTRODUCED BY MAYOR SHENG THAO

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**RESOLUTION CONFIRMING THE MAYOR'S APPOINTMENTS  
OF MARLENE HURD, MARCUS CHRISTMAS, AND YOLANDA  
ANDERSON AS MEMBERS OF THE COMMISSION ON  
HOMELESSNESS**

**WHEREAS**, Section 601 of the City Charter provides that members of City boards and commissions shall be appointed by the Mayor subject to confirmation by the affirmative vote of five members of the City Council; and

**WHEREAS**, Oakland Municipal Code Section 4.56.060 established the Commission on Homelessness to advise the Mayor and City Council and make recommendations on Measure W and Measure Q homelessness funds received by the City of Oakland for homelessness programs and services; and

**WHEREAS**, the Commission on Homelessness consists of nine (9) members appointed by the Mayor and confirmed by the Council, the composition of which must include no less than half of the commissioners being residents of heavily impacted neighborhoods, no fewer than two (2) commissioners being currently or formerly homeless, no fewer than three (3) commissioners having professional expertise with housing or homeless services, and no fewer than one (1) commissioner having financial expertise; and

**WHEREAS**, the appointed commissioners listed herein meet the aforementioned requirements; and

**WHEREAS**, members serving initial appointments shall serve staggered terms of one (1), two (2) or three (3) years, all appointments for subsequent terms shall be for three-year terms; and all member terms shall begin on the date of the first six (6) appointments and future terms shall begin and end on that date; and

**WHEREAS**, the Honorable Mayor Sheng Thao has appointed Marlene Hurd, Marcus Christmas, and Yolanda Anderson, to the Commission on Homelessness, to the terms listed below; now, therefore, be it

**RESOLVED**, that the City Council hereby confirms the Mayor’s appointments of the following individuals to the Commission on Homelessness as set forth below:

**Marlene Hurd**, to serve a three-year term that began December 2, 2021 and ends December 1, 2024, filling a previously vacant seat.

**Marcus Christmas**, to serve a three-year term that began December 2, 2021 and ends December 1, 2024, filling a previously vacant seat.

**Yolanda Anderson**, to serve a three-year term that begins December 2, 2020 and ends December 1, 2023, filling a seat previously held by Trent Rhorer.

IN COUNCIL, OAKLAND, CALIFORNIA,

PASSED BY THE FOLLOWING VOTE:

AYES - FIFE, GALLO, JENKINS, KALB, KAPLAN, RAMACHANDRAN, REID, AND PRESIDENT FORTUNATO BAS

NOES –

ABSENT –

ABSTENTION –

ATTEST: \_\_\_\_\_

ASHA REED  
City Clerk and Clerk of the Council of the  
City of Oakland, California