

Application Form

Profile

Christine

First Name

Gianchetta-Nguyen

Last Name

Middle
Initial

[Redacted]

Email Address

State of Utah: Department of
Health, Division of Medicaid
and Health Finance

Employer

Medicaid State-Level
Housing Coordinator

Job Title

Which Boards would you like to apply for?

Housing Connect: Submitted

Referred by:

Janice Kimball

Qualifications

Please tell us about yourself.

I have worked for the State of Utah for twenty three years, as the Department of Health, Medicaid State-Level Housing Coordinator for six years. I graduated from the New School for Social Research. I am a Commissioner on the Housing Connect Board and the liaison on the Housing Connect Fund Board. I appreciate the challenge and excitement of working with individuals on their housing goals, joining community partners in efforts to increase the availability of stable, affordable housing, and learning about Medicaid Programs. My husband and I co-created and published Quest for Freedom: My Childhood Escape from Communist Vietnam, which we enjoy any opportunity to discuss. Prior to state employment I was the Foster Parent Recruiter/Trainer for Southeast Asian Refugee Unaccompanied Minors, Pregnancy Counselor, and Emergency Services Program Manager for Catholic Community Services of Utah. At the Housing Authority of Salt Lake City I managed the Self Sufficiency Program and Transitional Housing Program for women and children leaving violent living situations. My service to the State of Utah began with the Department of Community and Culture focused on homelessness across the State. At the Division of Services for People with Disabilities, I resolved housing issues and managed the Statewide Community Services Program, focused on division staff training (trauma, poverty issues, goal development), health, safety, accessibility and emergency management. All of the people I encounter need a safe home and financial stability in order to realize their dreams. I believe collaboration, communication and planning is the most effective way to grow affordable housing and increase social service programs in Utah.

Why are you interested in serving on a board or commission?

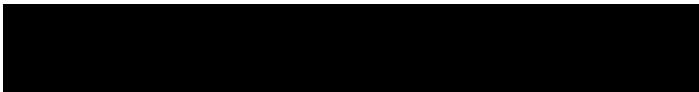
Housing Connect works to deliberately change our community for the better. Janice and the Housing Connect team focus on creating deeply affordable housing, serving members of our community effectively with kindness. Housing Connect also provides opportunities for program participants and residents to move towards self-sufficiency by creating educational and case management options. I would like to continue to be a part of the decision making as Housing Connect continues to develop new projects and provide new options across Salt Lake County.

What education, work experience, or volunteer experience do you have that applies to the board you are applying for?

I have certifications in Trauma Informed Care, Bridges Out of Poverty, domestic violence, and Federal Grants Management. I volunteer for Meals On Wheels and as a Master Gardener in community gardens. I serve on the HomeChoice Board, selection committee. I have worked on housing issues for most of my 30 year career.

What unique perspectives could you bring to the board?

My many years of work for those in our community who need some assistance to reach their goals would allow me to participate effectively on this board.



Demographics

Some boards and commissions require membership to be racially, politically or geographically proportionate to the general public. The following information helps track our recruitment and diversity efforts.

Are you a Salt Lake County employee?

- Yes
- No

Are you a current member of another Salt Lake County board or commission?

Yes No

Race/Ethnicity *

White

District *

District 6

Gender Pronouns *

She/Her/Hers

Age Range *

Languages *

English

Political Affiliation

CHRISTINE GIANCHETTA NGUYEN

OBJECTIVE: CREATE OPPORTUNITIES FOR INDIVIDUALS AND FAMILIES TO OBTAIN AND MAINTAIN SAFE, AFFORDABLE AND STABLE HOUSING IN ORDER TO INCREASE POSITIVE HEALTH OUTCOMES AND THRIVE IN THEIR LIVES.

Education:

- B.A. The New School for Public Engagement with Honors
- Graduate: State of Utah: Certified Public Manager Program
- Graduate: Leadership Academy, Utah State Department of Human Services
- Certified Behavioral Health Crisis Counselor, Human Services/Homeland Security
- Completed Public Information Officer Training (PIO), State of Utah
- Certified Crisis Intervention Worker for the State of Utah
- Trauma Informed Care Educator
- Certified Bridges Out of Poverty Educator
- Federal Grants Management: Certified Core Courses
- Certified and Experienced Informal and Formal Hearing Officer
- Certification: Domestic Violence Training, State of Utah Department of Human Services
- Certified Outcome Management Trainer, Renslerville
- Certified Power Parenting Trainer
- Certified Train the Trainer

Summary of Qualifications:

- Exceptional interpersonal skills.
- Ability and experience in curriculum development for child welfare staff members.
- Experience in designing, managing, presenting and evaluating training events and educational activities.
- Ability to recruit, train, manage, and appropriately reward volunteers.
- Ability to effectively hire, lead, and manage staff.
- Exceptional knowledge of the non-profit and housing community.
- Exceptional understanding of federal programs management.
- Strong administrative skills with a clear understanding of accountability.
- Proficient in use of MS Word, PowerPoint, Excel, and an understanding of data collection methodology and technology.
- Experience with data base management, preparation of annual reports, and effective program measurements.
- Experience with Federal, State and Non-Profit Grant writing, review, and allocation.
- Experience with Federal, State and Program budget allocation, compliance issues, and effective management.

Professional Experience:

STATE OF UTAH DEPARTMENT OF HEALTH

DIVISION OF MEDICAID AND HEALTH FINANCE

BUREAU OF LONG TERM SERVICES AND SUPPORTS

MEDICAID STATE-LEVEL HOUSING COORDINATOR 07/2017-PRESENT

- Develop and grow community partnerships across the state allowing for connection to the activities related to the increase of and improved access to safe, affordable housing.
- Champion the connection between Medicaid programs and critical housing supports.

- Educate case workers and program managers who serve participants in Medicaid Waiver Programs regarding the affordable housing application process, available housing options, and low-income assistance programs which allow for greater housing stability.
- Participate in state-wide efforts to increase safe and affordable housing options for low-income residents in rural areas.
- Assist case managers and individuals/families who are working to secure and maintain safe, stable and affordable housing options beyond assisted living and nursing facilities.
- Work with case workers, property owners, and Medicaid Waiver participants when they are dealing with a housing crisis: eviction-housekeeping-affordability-housing search-etc.
- Develop a data measurement system to highlight progress and determine barriers.
- Coordinate, manage and train surveyors for the Utah National Core Indicator Housing and Community Based Services national project which will provide analyses and reports regarding Waiver services provided across the state.
- Participate on the state-wide Housing and Community Based Services Settings Review team. Interview agency management, service provider staff and program participants.
- HomeChoice Program Committee Member: application review and approval team.
- Conduct Formal Hearings for Housing Connect.
- Conduct Informal Hearings for the Housing Authority of Salt Lake City.

STATE OF UTAH DEPARTMENT OF HUMAN SERVICES
DIVISION OF CHILD AND FAMILY SERVICES (DCFS)

STATEWIDE TRAINING MANAGER: PROFESSIONAL DEVELOPMENT TEAM 04/16 TO 07/2017

- Plan, organize, manage, and coordinate budgets for the three day Child Welfare Institute, the annual Supervisor's Conference, mini-trainings, workshops, and summits.
- Co-develop and present Domestic Violence Training to managers, supervisors, and case workers throughout the State of Utah.
- Develop and implement curriculum for Cultural Awareness and Responsiveness Training. Present it to all staff members of DCFS.
- Work with Divisions within the Department of Human Services to ensure housing needs are met for those served by Juvenile Justice, Child and Family Services, and women leaving incarceration.
- Conduct Formal Hearings for the Housing Authority of the County of Salt Lake.
- Manage, and ensure compliance for families and youth receiving federal Housing and Urban Development funding awarded through the Family Unification Program.
- Create policy improvements, ensure contract compliance, and enforce rules, regulations, policies and procedures.

DIVISION OF SERVICES FOR PEOPLE WITH DISABILITIES (DSPD)

STATEWIDE COMMUNITY SERVICES PROGRAM COORDINATOR/TRAINING MANAGER 03/12—04/16

- Manage, supervise, hire, determine workloads, delegate assignments, evaluate and monitor the Statewide Emergency Manager, Transportation Coordinator, Housing Specialist, Assistive Technology Manager, and support staff.
- Coordinate, facilitate and conduct training for all Division staff, contracted service providers, support coordinators and community partners.
- Plan, manage, and facilitate yearly conferences, workshops and staff meetings.
- Create policy improvements, ensure contract compliance, and enforce rules, regulations, policies and procedures.
- Certify safe/secure housing for individuals living in shared housing/group home settings.
- Work with Divisions within the Department of Human Services to ensure housing needs are met for those served by Juvenile Justice, Child and Family Services, and women leaving incarceration.

- Conduct Formal Hearings for the Housing Authority of the County of Salt Lake.
- Manage, and ensure compliance for families and youth receiving federal Housing and Urban Development funding awarded through the Family Unification Program.

STATEWIDE HOUSING SPECIALIST 05/07—03/12

- Administer State Housing Program Funds
- Inspect/Certify consumer housing; work with service providers to insure safe, secure, well maintained homes. Conduct home visits to evaluate health and safety.
- Advocate for improved housing stock for people with disabilities.
- Work on projects across the State to increase safe, affordable and stable living situations.
- Educate and provide training to Service Providers and Support Coordinators on housing issues related to health and safety, affordability, accessibility, and adaptability.

HOUSING PROGRAM COORDINATOR, 02/02 – 05/07

- Administer State Housing Program Funds
- Inspect/Certify consumer housing; work with service providers to insure safe, secure, well maintained homes.
- Provide training and workshops related to housing and related health and safety topics.
- Provide education to consumers related to housing issues including federally funded programs, home ownership, and renter's rights, approved programs for people with disabilities, accessing community services and understanding all housing options.
- Complete home visits to evaluate health and safety issues related to current living situations.

STATE OF UTAH DEPARTMENT OF COMMUNITY AND ECONOMIC DEVELOPMENT

PROGRAM SPECIALIST, 4/00 – 2/02

- Prepare and monitor Homeless Trust Fund, Critical Needs Housing, Emergency Shelter, Emergency Food Network, Community Services Block Grant and Home Energy Assistance contracts.
- Administer State and Federal Low-income and Homeless Programs.
- Provide workshops focused on training community partners interested in applying for federal funding throughout Utah.
- Coordinate state and county FEMA application process, work with agencies applying for and receiving federal monies. Ensure information is documented and submitted to federal program monitors.
- Provide technical assistance to regional service providers relating to their contracts, outcome measures, quarterly reporting, client eligibility requirements, local and state Continuum of Care process and agency activities relating to contract compliance.
- Audit Home Energy Assistance Program (H.E.A.T.) client files, prepare audit tool and work with State Auditors to design plan for yearly monitoring of providers.
- Plan and facilitate Six County Association of Governments Annual Planning Sessions.

HOUSING AUTHORITY OF SALT LAKE CITY 07/97 – 04/00

FAMILY INVESTMENT/FAMILY SELF SUFFICIENCY PROGRAM MANAGER, 10/97– 4/00

- Supervise case management staff and program volunteers.
- Conduct workshops and trainings focused on life-skills: budgeting, landlord relations, resume building, parenting, and homeownership.
- Conduct client quarterly update appointments, verify goal completion, restructure current goals, and make referrals to community resources as necessary.

Y.W.C.A. HUNTSMAN APARTMENTS PROPERTY MANAGER, 5/98 – 4/00

- Manage apartment complex: 36 apartments for women and their children escaping abuse.
- Lease apartments in accordance with Tax Credit, Section 8 and all Housing Authority, Federal Program and YWCA rules, guidelines, and regulations.

- Ensure all residents' security by working closely with law enforcement officials, manage security cameras and security entrance/exits, conduct daily walk through to inspect all safety implements are operational.
- Conduct monthly inspections of all units, common areas and building property to ensure quality and safety standards are being maintained, as well as yearly in-depth inspections to keep building standards in line with Federal Regulations.
- Supervise all building staff, collect rents, process all Section 8 funding and complete monthly Tax Credit Report, administer budget and plan quarterly property improvements.

CATHOLIC COMMUNITY SERVICES 4/89 – 7/97

EMERGENCY SERVICES PROGRAM DIRECTOR, 11/95 – 7/97

- Supervise and train case management staff. Recruit, manage and supervise volunteers.
- Establish and administer program policies and procedures in compliance with federal and state grant regulations.
- Develop and deliver workshops focused on housing issues, parenting, self-sufficiency, budget management, crisis management, and self-care.
- Prepare and administer federal, state, and private grant proposals and programs.
- Organize and monitor program budget and H.E.A.T. Crisis Funds.

PREGNANCY COUNSELOR, 4/93 - 11/95

- Provide counseling for birth mothers, birth fathers and other family members dealing with an unplanned pregnancy.
- Create and deliver educational evenings focused on parenting, decision making and self-sufficiency skills. Conduct in-service training for staff members and volunteers.
- Administer program policies and procedures.

FOSTER PARENT RECRUITER/TRAINER & CASEWORKER, 5/91 – 4/93

- Recruit and complete Home Studies for Foster Parent candidates.
- Coordinate and deliver quarterly foster parent orientation training, semi-annual foster parent training and quarterly cultural events (New Year celebration, summer camp, etc.)
- Maintain all Agency, Juvenile Court, and Federal Government files.

CASE WORKER FOR REFUGEE FOSTER CARE PROGRAM, 4/89 – 4/93

- Provide casework services for children and adolescent Vietnamese clients.
- Conduct monthly youth training and activities related to life skills, communication, education, family dynamics, and cultural adaptation.
- Assist youth with value formation in terms of ethics, social development and goals.
- Provide necessary documentation for the Juvenile Court System and Federal program auditors.

ROGER F. SUCHYTA, M.D.

PEDIATRIC MEDICAL ASSISTANT, 3/81 – 4/89

- All duties related to patient care.
- Create, coordinate and deliver a parenting course for parents and care-givers.