

Chandra K. Mathews-Smith

VICE PRESIDENT/ASST. DIRECTOR OF OPERATIONS

Program Services & Management / Care Specialist / Business Development/Community Engagement

An accomplished Operations Executive, with more than 25 years of experience overseeing, improving, and implementing care and treatment plans for both adult and child clients. Well-versed in enhancing policies and procedures to reflect changes in state, federal, and facility regulations, and training and mentoring employees and contractors on how to implement said changes. Adept in assessing patient care needs, and determining treatment plans to fit both lifestyle, and realistic abilities to reach milestones in care plans. Highly- skilled at collaborating with community leaders and identifying programs to address issues for individuals belonging to the vast minority, and underprivileged women and children requiring extended resources and care.

Core competencies include:

- Strategic Planning & Analysis
- Policy Design & Implementation
- Operational Improvements
- Staffing & Organizational Development
- Interpersonal Skills / Relationship Building
- Community Strategies & Engagement
- Risk Assessment & Management
- Administration
- Program Management & Development
- Social Work / Case Management

PROFESSIONAL EXPERIENCE

United Way of Greater Cincinnati

Chief Community Engagement Officer – March 2020 – Present

Provide highly responsible support to President/CEO; serve on the Executive Team. Advances agency goals and objectives around strategic priorities including inclusive and active community engagement, equity/cultural humility, poverty and economic self-sufficiency issues; develop, plan and implement community-wide and agency-wide leadership activities and convene community forums.

Develop and cultivate trust and collaborative relationships, strong networks and communication with grassroots organizations, community contacts, and provider agencies to leverage opportunities and assess the availability and appropriateness of resources in meeting community needs.

Hamilton County Department of Job & Family Services

Asst. Director, Community Strategies & Engagement March 2019 – March 2020

Work under the general direction of the Director to provide executive leadership and strategic vision regarding community outreach, communication and inclusive and active engagement strategies; develops a comprehensive strategy for community problem solving; represents the Agency Director and Assistant Directors on boards, coalitions, networks and committees to establish and improve community trust and collaboration between HCJFS and the community.

Selected accomplishments:

- Served on the Management Team of Project LIFT a public/private funding initiative to address poverty in Hamilton County. Led the strategic direction to recruit grassroots and faith based community partners. Provided personal outreach and engaged over 50 community leaders to become champions of Project LIFT and utilize Prevention, Retention, Contingency (PRC) funds in their respective communities. Recruited 11 of these non-traditional partners to become Sponsor Agencies for Project LIFT.

Catalyst Counseling

Independent Contractor, 2018 - Present

Selected accomplishments:

- Provide LISW-S clinical supervision to Masters Level Social Workers pursuing independent licensure.

Council on Aging of Southwestern Ohio – Cincinnati, Ohio

Vice President of Program Operations, Medicaid, 2014 – 2016

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Functioned as an integral member on the Senior Leadership Team, developing and implementing business strategies and objectives to document and confirm that leaders assessed available programs and applied them to each individual case, according to their needs and/or recommendations. Mitigated potential risks in the program by conducting risk assessments and managing plausible scenarios posing threats to financial or public relations margins. Served as liaison between council and community leaders, recommending programs and services to individuals needing additional resources, and providing contact information for individuals requiring extended help with Medicaid applications.

Selected accomplishments:

- Served as the primary point of contact for program auditors and government regulatory representatives to ensure compliance with Ohio Department of Jobs and Family Services, Ohio Department of Medicaid, Health Plan and the Ohio Department of Aging.
- Facilitated and administered comprehensive assessments of current programs, policies and procedures to identify potential areas for improvement.
- Researched and analyzed programs offered by the company, and programs available to the general community and determined gaps in services; proposed program enhancements to program stakeholders, explaining the benefits to the company and the community for implementing new program offerings.

Care Transition Specialist – Field Coach, 2013 – 2014

Consulted with clients to assess their personal goals in relation to the Coleman Care Transitions intervention model, and designed care plans conducive to yielding the clients' desired results. Informed clients about the importance of maintaining care schedules, including making and attending follow-up appointments with specialists and primary care physicians. Trained clients on how to identify if and when their symptoms or conditions have worsened, and how to notify the proper authorities to receive immediate care.

Selected accomplishments:

- Built and maintained a portfolio containing information about the available programs in the local community; discussed program offerings with clients, and provided referrals according to client needs.
- Managed and coordinated treatment plans for all incoming and existing clients; Collaborated with care team and updated plans according to patient status and progress within the programs.

Beech Acres Parenting Center – Cincinnati, Ohio**Vice President, New Business Development, 2005 – 2011**

Established and nurtured strategic relationships and partnerships with high-valued customers, ensuring satisfaction with products and services offered. Ensured continued support of the company's bottom line by fundraising and presenting opportunities to donate throughout the fiscal year. Increased participation and exceeded revenue targets in the Annual Fund by 25%, Major Gifts by 50%, Estates and Trusts by 40%, and Employee United Way Contributions by 30%. Collaborated with management to assist with drafting and distributing awards of federal, local, state, individual, and foundation grants.

Selected accomplishments:

- Worked directly with strategic partners to train sales forces, participate in key customer presentations, support R&D and product development efforts.
- Monitored financial and operations performance; assured compliance with established environmental, safety and operating standards as well as governance policies and procedures.

Vice President, Program Services, 2003 - 2005

Oversaw all therapeutic and community services provided by Beech Acres Parenting Center including mentoring and counseling, specialized treatment foster care, every child succeeds, and case management, to name a few. Managed over 100 employees and independent contractors, ensuring compliance with company policies and procedures in addition to state and federal guidelines for patient care facilities.

Selected accomplishment:

- Reviewed all financial obligations to ensure proper payment arrangements for each client type; continuously met and exceeded goals for customer, financial, and clinical targets.
- Identified opportunities for employees to participate in community programs and affairs, providing volunteer services, distributing documentation and program materials, to promote services to the general public.

Additional Experience

Beech Acres – Cincinnati, Ohio | **Clinical Director | Emergency Therapeutic Foster Care Team Leader | Foster Care Specialist**
Grand Valley State University – Allendale, Michigan | **Adjunct Professor**

EDUCATION & CREDENTIALS

Michigan State University – East Lansing, Michigan
Master in Social Work
Bachelor of Arts in Social Work | Psychology

Professional Licensure

Licensed Independent Social Worker-S – State of Ohio – I-0004850
Certified Navigator – Patient Protection and Affordable Care Act – OHNAVA7307002

Affiliations

Board Chair, Board of Trustees – Cincinnati Hamilton County Community Action Agency
Past President, Eastern Hills Exchange Club
Past President (3 separate terms) Cincinnati Queen City Alumnae Chapter of Delta Sigma Theta Sorority, Inc.
Graduate – Urban League of Greater Cincinnati African American Leadership Development Class XIV

AWARDS & SPECIAL RECOGNITION

2020 David Crowley Community Action Agency Board Award
2020 Dr. Martin Luther King Jr. Keeping the Dream Alive Award Recipient
2018 Cincinnati Enquirer/Greater Cincinnati Foundation Woman of the Year
Recipient of the 2010 Cincinnati Herald Nefertiti Award
Recipient of the 2010 Hamilton County PTA Friends of Children Award
Recipient of the Cincinnati Hamilton County Community Action Agency Brienza-Lindsay Board Award
Recipient of the Beech Acres Excellence Award
Featured in “Come on People” by Dr. Alvin Poussant
Featured in a Report of the Children’s Defense Fund, “America’s Cradle to Prison Pipeline”