

# Valerie Chatman

## **Social Service Appeals/Hearings Officer**

Pittsburg, CA

Seeking to leverage my analytical and communication skills and abilities along with my professional expertise.

Willing to relocate to: Orange County, CA - Los Angeles, CA

Authorized to work in the US for any employer

## Work Experience

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### **Social Service Appeals Officer**

County of Contra Costa - Pleasant Hill, CA

March 2011 to Present

I review and investigate complex applicant, recipient and third party initiated appeals and complaints involving categorical aid and services programs, examining the county record and evaluating the strength of the evidence to determine whether it is sufficient for the county to prevail in an administrative hearing, and ensuring public assistance applicants and recipients receive due process. I represent the Contra Costa County Employment and Human Services Department (Social Services) on appeal matters at state administrative hearings and on complaint matters, conduct evidentiary and grievance hearings and write formal decisions. I conduct investigations of civil rights complaints and perform related work as required.

### **Eligibility Work Supervisor I--On-the-Job-Training Unit (OJT)**

County of Contra Costa - Antioch, CA

June 2000 to March 2011

I provided direct supervision to and oversaw the continued learning of entry level Eligibility Workers following their classroom training. I planned, assigned, reviewed and analyzed the work of an eligibility unit engaged in determining eligibility of applicants and recipients for public assistance programs and related aids or services. I made case decisions in accordance with defined rules and regulations set forth by the State and Federal governments on the eligibility or continued eligibility of applicants and provided feedback and evaluations to line staff, analysts and management. I collaborated with and received direction from Departmental Human Resources regarding personnel related work as required while adhering to policies and procedures.

### **Eligibility Work Supervisor I--Back-Up**

County of Contra Costa - Martinez, CA

March 2005 to November 2005

I provided supervision and guidance, planned, assigned, reviewed and analyzed the work of eligibility units engaged in determining eligibility of applicants and recipients for public assistance programs and related aids or services. I made case decisions in accordance with defined rules and regulations set forth by State and Federal governments on the eligibility or continued eligibility of applicants and provided feedback and evaluations to line staff, analysts and management. I collaborated with and received direction from Departmental Human Resources regarding personnel related work as required while adhering to policies and procedures. I provided assistance to the Division Manager by ensuring orders issued to line staff from Administrative Law Judges via hearing decisions and from County Appeals

Officers were completed timely, creating and implementing a case assignment system, organizing and monitoring overtime assignments, and preparing cases for transition from paper files to electronic case files.

### **Eligibility Work Supervisor I--Eligibility Worker Training Unit**

County of Contra Costa - Concord, CA

December 2003 to March 2005

Supervised up to 20 entry level workers and 4 lead workers. I established and worked timelines for hiring Eligibility Workers. I worked directly with Departmental Human Resources to hire staff and regarding personnel related work as required while adhering to policies and procedures. I wrote and delivered progress reports and evaluations. I provided information to the Division Manager regarding retention and dismissal of workers. I collaborated with Staff Development Specialists to establish training calendars, and planned, assigned, reviewed, and analyzed the work of staff.

## Education

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### **None in Physics**

Los Medanos Community College - Pittsburg, CA

August 1989 to May 1990

### **BS in Human Development**

University of California-Davis - Davis, CA

September 1984 to June 1989

## Skills

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- Punctual, analytical, organized, able to interpret Federal and State regulations, good verbal and written communication skills, work well independently, able to adapt to changing circumstances, Microsoft Office
- Social Service
- Case Management
- Analysis Skills

## Certifications and Licenses

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### **BASSC - Bay Area Social Service Consortium - Certificate of Completion**

May 2004 to Present

Executive development for the human services training program. BASSC is an agency-university-foundation partnership founded in 1987 that promotes social service research, training, and policy development to strengthen public sector social services in the San Francisco Bay Area. The program is offered through the University of California at Berkeley.

## Groups

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### **Alpha Kappa Alpha Sorority, Incorporated**

March 1987 to Present