

Melissa K. Gibo

EDUCATION

Bachelor of Arts, Psychology and Sociology
University of Hawaii at Hilo, Hilo, HI

Master of Social Work, Concentration in Gerontology
University of Hawaii at Manoa, Honolulu, HI

EMPLOYMENT

- | | | |
|--------------------|--|----------------|
| 09/18 –
Present | Catholic Charities Hawaii
Director of Organizational Effectiveness | Honolulu, HI |
| | <ul style="list-style-type: none"> • Provide day-to-day leadership and management of Quality Assurance (QA), Quality Improvement (QI), Risk Management (RM), and Outcomes functions. • Develop and maintain a quality improvement plan including systems and metrics to leverage data to measure effectiveness, impact, and outcomes. • Develop and implement an internal quality monitoring system that enables executive and senior leadership to assess the health of the organization and its programs, including identification of potential improvement areas. • Oversee the Council on Accreditation (COA) audit to ensure standards and requirements are met and assure continued reaccreditation of organization. • Develop and maintain an organizational risk management program including incident reporting systems, assessment and oversight of health and safety issues within the organization, compliance with legal, ethical, and regulatory requirements, and assurance of appropriate operational insurance coverage. | |
| 08/16 –
05/18 | University of Hawaii at Manoa
Myron B. Thompson School of Social Work
Lecturer | Honolulu, HI |
| | <ul style="list-style-type: none"> • SW 360 – Human Behavior and the Social Environment I • SW 361 – Human Behavior and the Social Environment II | |
| 03/16 –
09/18 | State of Hawaii, Department of Health
Developmental Disabilities Division, Outcomes & Compliance Branch
Training Unit Supervisor | Pearl City, HI |
| | <ul style="list-style-type: none"> • Developed and oversaw implementation of the DDD’s comprehensive education and training plan for individuals with intellectual and developmental disabilities, families, staff, providers, and the community. • Coordinated orientation and ongoing education across DDD branches to ensure core competencies were met. • Developed, coordinated, and oversaw implementation of training for licensed and certified caregivers (e.g. DD Adult Foster Homes). • Coordinated requests for information on branch services, supports, and programs. • Facilitated informational sessions statewide to increase stakeholder awareness of programmatic changes and updates. | |

- 2006 – Catholic Charities Hawaii Honolulu, HI
2016 Developmental Disabilities Waiver Services (DDWS) Program
Program Director
- Supervised interdisciplinary team in the provision of I/DD Medicaid Waiver services.
 - Assigned caseloads, provided technical guidance to staff, evaluated quality of service provision, and conducted supervisory reviews of client records.
 - Oversaw program activities to ensure program goals and objectives were met.
 - Ensured continued program compliance, relevancy of program goals and policies, and implemented new training initiatives as needed.
 - Oversaw quality assurance efforts and credentialing of contractors.
 - Oversaw billing and program expenditures to ensure fiscal viability of program.
- 2003 – Winners at Work, Inc. (currently known as Abilities Unlimited) Honolulu, HI
2005 Home and Community Based DD/ID Medicaid Waiver Program
Waiver Program Coordinator/Manager
- Supervised services and staff to ensure quality service delivery.
 - Coordinated services and activities with clients, families, employees, support agencies, and contractors.
 - Developed materials for individualized client training and guided and directed employees in planning, implementing, and evaluating daily program activities.
 - Reviewed documentation used to support service billing, processed/ submitted claims, and ensured billing and claims met Medicaid requirements.
 - Developed and implemented an internal continuous quality improvement program.

PROFESSIONAL AFFILIATIONS

- 07/18 – Best Buddies Hawaii
Present Advisory Board
- 07/12 – Hawaii State Council on Developmental Disabilities
02/16 Appointed Council Member for representation of Private Nonprofit Groups
- 07/07 – Hawaii Waiver Providers Association
06/13 Board of Directors

PROFESSIONAL PRESENTATIONS

Gibo, M. (2017, May). *LifeCourse for connecting initiatives and systems*. Charting the LifeCourse Conference and Showcase: Featuring Policy and Practice Changes from the National Community of Practice for Supporting Families. Kansas City, MO.

Gibo, M. & Sur, J. (2012, September). *A project of H.O.P.E. – Meeting the needs of two client populations through chore*. Paper presentation at the Hawaii Pacific Gerontological Society (HPGS) 17th Biennial Conference. Honolulu, HI.

REFERENCES

Furnished upon request.