

# DANIELLE N. SALINGER

daniellensalinger@gmail.com | 2158 Rivera Drive, Santa Rosa, CA 95409 | C: (707) 228-9932

## PROFESSIONAL SUMMARY

Proactive and resourceful eligibility and housing professional who has served in a governmental setting for over ten years, specializing in providing housing services to low-income families. Adept at multi-tasking in order to meet the needs of clients in crisis. Organized and detail-oriented, with exceptional verbal and written communication skills.

## CORE QUALIFICATIONS

- Assessment processing
- Detailed documentation
- Strong interpersonal skills
- Strict confidentiality
- Referral coordination
- Multi-cultural clientele
- Self-motivated, flexible and adaptable
- Proficient computer knowledge

## CAREER EXPERIENCE

### HOUSING ASSISTANT

1/2009 – Present  
Rohnert Park, CA

*Federated Indians of Graton Rancheria*

- Determined eligibility and benefits for five housing programs: rental/security deposit assistance, home rehabilitation, down payment assistance, energy assistance, and tribally-owned housing assistance.
- Conducted intake interviews and program orientations for applicants and adult members of the household, and collected verification documents.
- Managed communication, documentation, filing, application and benefits processing, continued program eligibility monitoring and intensive case management for over 50 applicants and participants each month.
- Provided support with the development and implementation of department policies, procedures, and programs, based on regulatory guidelines.
- Constructed spreadsheets for the data entry, complex calculation, and determination of eligibility, priority, income, and benefits.
- Developed forms and correspondence, as well as filing and program procedures, in order to meet grant requirements.
- Maintained spreadsheets and budgets, for tracking of applicants, participants and grant spending.
- Delivered tenant advocacy, as well as researched and maintained referral lists of outside service agencies to provide to applicants and participants.
- Prioritized tasks and processing based on urgency and need.

## HIGHLIGHTS

- Developed and presented a financial literacy program, consisting of workshops and one-on-one consultations, with a focus on budgeting, savings, and credit repair, in order to attain self-sufficiency.
- Participated in On-Site Performance Monitoring Reviews, administered by a team of HUD Grants Evaluation Specialists, with zero findings in March 2011 and June 17. Nominated for recognition of filing systems and financial literacy trainings.

## CERTIFICATIONS

### National American Indian Housing Council

- Pathways Home Instructor/Recertification (for home purchase) 2009/2012
- Supervisory Management 2012
- Environmental Review/Recertification 2013/2016

### First Nations Oweesta Corporation

- Financial Skills for Families Instructor Training 2013