KARLA SAMAYOA

SOCIAL SERVICES LEADER

PERSONAL PROFILE

Proven strategic social services leader; committed to creating equitable access in the safety net programs to reduce poverty and help our community thrive. 8 years of experience in successful program design and talent management. Responsible for program portfolio of over $10 million.

WORK EXPERIENCE

DIRECTOR OF SAFETY NET SERVICES
2-1-1 San Diego | July 2020 - present

- Responsible for the senior leadership and oversight of daily operations for programs and teams dedicated to ensuring access to mainstream benefit programs and other safety net services available in the 2-1-1 service area.
- Implement the strategic initiatives for the Safety Net Program teams, lead planning, staffing, budgeting, compliance, partner relations, and continuous process improvement.
- Conduct day-to-day project coordination, planning, and implementation across multiple teams of over 150 employees.
- Engage with organizations from multiple sectors, including social services, health, and government, to develop relationships that will increase client awareness and participation in services.

DIRECTOR OF ENROLLMENT & NAVIGATION SERVICES
2-1-1 San Diego | Aug 2018 - July 2020

- Managed complex projects in the health, housing and food portfolio from start to finish.
- Expanded program portfolio while diversifying funding sources.
- Develop strategic priorities for team to connect high-risk clients to needed services.

DIRECTOR OF ENROLLMENT SERVICES
2-1-1 San Diego | Sep 2017 - Aug 2018

- Lead team of 30 staff and 8 subcontracting agencies across California to increase access to CalFresh and other food programs.
- Design and executing strategies for program access through building relationships with external partners and internal stakeholders.
- Identify and train agencies to assist clients eligible for CalFresh benefits.

PROGRAM MANAGER
2-1-1 San Diego | Oct 2014 - Sep 2017

- Develop and implement effective enrollment programs with measurable outcomes and deliverables in accordance with organizational and funder goals and expectations.
- Responsible for department expansion, which includes adding new and innovativee programs to increase access to underserved populations.

EDUCATION

San Diego State University
Masters in Literature | Dec 2009- Dec 2011

- GPA 3.8

University of California Riverside
BA English Literature | Dec 2009- Dec 2011

- GPA: 3.85

CONTACT ME AT

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SKILLS SUMMARY

- Program Development
- Strategic Leader
- Budgeting and Fiscal Management
- Social Services Leader
- Process Improvement

AWARDS RECEIVED

Harvard Business School: Management Development Program for Non Profits (2019)