

Matthew Silverstein Bio

Director of Public Affairs - America Works of New York, Inc., the first for-profit, pay-for-performance welfare-to-work company in the United States currently serving formerly incarcerated individuals, veterans, homeless, the disabled, SNAP & Welfare recipients and non-custodial parents with finding full time employment

National Co-Director of Ticket To Work – America Works of New York

Since 2008 Matthew has overseen the America Works of New York, Inc. Ticket-To-Work Employment Network. AWNY is an Employment Network sponsored by the United States Social Security Administration that assists anyone 18-64 who is receiving SSI or SSDI benefits with employment services and other wrap around services. America Works of New York has programs in Brooklyn, Bronx, Queens, Manhattan, and Staten Island, NY; San Francisco, Fresno and Orange County, CA; Chicago, IL; Baltimore, MD; Burlington County, NJ; Milwaukee, WI; Memphis, TN; New Orleans, LA; Omaha, NE; Philadelphia, PA; Brattleboro, VT; and Washington, D.C

President of the Bay Terrace Community Alliance – Since July of 2018, Matthew has served as the President of the Bay Terrace Community Alliance (BTCA). The BTCA is the official civic association for the Bay Terrace, Queens community. Matthew has been an officer of the BTCA since 2011.

Democratic State Committeeman, 26th AD – Since he was elected in September 2010, Matthew has served as the Democratic State Committeeman for the 26th Assembly District. As the Democratic State Committeeman for the 26th AD, Matthew serves as a liaison between the people of the 26th Assembly District and the New York State Democratic Committee.

Member of Queens Community Board 7 – Since appointed in 2014, Matthew has served as a member of Queens Community Board #7. Matthew currently serves as the Parks Committee Chair for Community Board 7.

CERTIFICATIONS

Adult Mental Health First Aid USA	2022
National Council for Mental Wellbeing	

AWARDS

Gay City News Gay Impact Award	2023
Queens County District Attorney LGBT Pride Month Honoree	2022
Queens Courier Rising Star Award – Queens 40 Under 40	2012
Queens Courier- Star Of Queens	2011
City And State – 40 Rising Political Stars Under The Age of 40	2010

PUBLICATIONS

Give Men What They Need to be Responsible Fathers- NY Daily News	2022
“Job Search Tips for SpongeBob SquarePants & Land Lovers” Huffington Post	2013

EDUCATION

M.A., The City University of New York – Hunter College, New York, N, Urban Affairs 2007

B.A., The City University of New York – Baruch College, New York, NY, Political Science 2004

CYNTHIA WILSON

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PROFESSIONAL PROFILE

Human Services:

- Successfully oversee operations of a Call Center within a prominent Employment Networking Agency's Ticket to Work Program, while simultaneously handling a diverse caseload of program participants
- Skillfully guide participants from a highly sensitive demographic (SSI/SSDI beneficiaries) through the enrollment process of a voluntary program aimed at providing essential services

Finance:

- Over two decades of comprehensive expertise in Banking and Finance
- Achieved significant growth by acquiring multiple business accounts and broadening the client base through proactive strategies
- Expanded new business in compliance with established banking regulations
- Demonstrated professionalism in navigating competitive landscapes, leveraging strong leadership abilities for optimal outcomes
- Directed teams of varying sizes, ranging from 10 to 50 employees, across the Financial Sector
- Efficiently managed recruitment processes and monitored the professional growth of new hires
- Ensured adherence to State and Federal Banking Policies by vigilantly monitoring Financial Center policies and procedures
- Effectively supervised Floor Management activities to maintain operational efficiency

PROFESSIONAL EXPERIENCE

America Works of New York, Inc. – New York, NY

Ticket to Work Call Center Director

01/2016 – Present

- Oversee all activities, progress, and performance metrics within the call center environment
- Serve as the intermediary between the Board of Directors and call center personnel
- Assess call center staff performance to ensure compliance with established rules and regulations
- Deliver comprehensive information to clients through inbound and outbound call center interactions
- Educate Social Security beneficiaries on the implications of employment on their benefits
- Direct participants to suitable Ticket to Work Coordinators across national offices
- Assess participants' eligibility and discuss available services within company programs, including training courses and job interview referrals
- Conduct intake procedures with Social Security recipients
- Supervise a caseload of 300 participants in the Ticket to Work Program
- Facilitate completion of client Intake Packets and managed enrollment into the Ticket-to-Work Program, adhering to Social Security Administrative verification procedures
- Develop Individual Work Plans (IWP) with participants to assess their immediate and long-term work and career goals
- Utilize the Salesforce system to handle administrative tasks, including uploading case notes, course enrollments, and attendance records for all clients
- Monitor hiring information for each client to facilitate the company billing process, ensuring compliance with standard policies
- Work with diverse participants, including the homeless, public assistance recipients, ex-offenders, veterans, children aging out of foster care, individuals with mental illness, and those with developmental disabilities
- Conduct training for new Ticket to Work staff members
- Collaborate with and nurtured relationships with diverse community-based organizations to secure meaningful employment opportunities for clients

JP Morgan Chase Bank – New York, NY

Assistant Branch Manager of Operations

07/2008 – 06/2015

- Managed all operational facets of the branch location, ensuring smooth functioning
- Assisted the Branch Manager in overseeing branch operations
- Ensured the branch consistently achieved satisfactory audit ratings
- Maintained stringent cash controls to mitigate risks and losses, particularly concerning account opening activities and security measures

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- Conducted comprehensive training sessions for the entire branch staff to ensure adherence to company policies, procedures, and code of conduct
- Supervised the recruitment, management, and coaching of Tellers and Sales & Service Associates, emphasizing accurate handling of customer transactions and provision of excellent customer service

Washington Mutual Bank – New York, NY

Financial Center Manager

09/2005 – 01/2008

Assistant Manager

11/2002 – 09/2005

Operation Supervisor

09/2001 – 11/2002

- Developed and cultivated long-term business and customer relationships to ensure branch sales, growth, and customer retention
- Ensured that branch exceeded established sales and revenue goals while keeping expenses minimized
- Managed daily sales activities and ensured achievement of results for branch-based Financial Advisors and Insurance Sales Officers
- Participated in community organizations and activities to enhance company's image, and develop additional business and referral sources

EDUCATION

Virginia Commonwealth University - WIPA National Training & Data Center

Community Partner Work Incentives Counselor Certificate (CPWIC)

02/2022

John Dewey High School

Obtained General High School Equivalency Diploma

Brooklyn, NY

1988

PROFESSIONAL DEVELOPMENT & SKILLS

- Provided coaching for Retail Results
- Career coaching for People with Disabilities
- Conducted Intensive Operational Support and workshops on Building for Success and Career Management for Supervisors
- Career Management
- Successful team builder and coach
- Leadership and Time Management Skills
- Proficient in Microsoft Word, Excel, PowerPoint and Salesforce. Versed in Teams and Zoom platforms

Ronald Pressley

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Experience

Program Coordinator

America Works

Oct. 2018 - Present

- Hosted events of up to 150 attendees in both a remote and in-person setting to encourage employment and career advancement.
- Helped clients create resumes and cover letters
- Assisted clients completing job applications and mock interviews
- Worked with hundreds of clients receiving social security benefits within New York City
- Performed outreach daily to clients to ensure a satisfying experience with the company

Sports Camera Operator

Linacre Media

Aug. 2016 - April 2028

- Operated on-court cameras during live NBA, boxing, and football events.
- Assisted producers with capturing live game footage.
- Coordinated setup and breakdown for events at the arena.
- Helped break down game footage utilizing Adobe

Operations Intern

Purchase College Athletics

Sept. 2014 - May 2017

- Assisted with preseason field and facility logistics.
- Coordinated video production and audiovisual equipment for media relations.
- Helped create player game highlight videos
- Supported strategic initiatives for campus teams throughout the season
- Operated scoreboard for on-campus games including Lacrosse, Baseball, and Basketball

Education

Bachelor of Arts in Liberal Studies / Minor in Political Science

Purchase College

Purchase, NY - May 2017

Technical Skills

- **Development Tools:** Google Cloud Platform, MS Word, MS Excel, MS Teams, Salesforce, Adobe, Slack.
- **Certifications:** Mental Health First Aid, 2023

Justin Williams

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EXPERIENCE

America Works

New York, NY

01/2020-Present

Ticket to Work Coordinator

- Conduct intakes, inventories, and assessments with individuals to establish employment goals.
- Provide job development services to support individuals to find employment that matches career fields of interest, strengths, and support needs.
- Provide job coaching support as needed to ensure employment retention, satisfaction, and growth.
- Provide benefits counseling to Social Security beneficiaries, supporting their understanding of the interaction between earning income and their benefits.
- Develop positive relationships with businesses, community agencies, other departments, and outside vendors.
- Complete accurate and timely monthly billing reports, case notes, and other supporting documentation, meeting utilization expectations.
- Manage a caseload of 210 clients daily.
- Satisfy monthly billing requirements of 25,000\$ per month.

Inwood Community Services (Family Services)

New York, NY

12/2018-06/2019

Intern / Admin Assistant

- Outreached to parents facing court issues to get them enrolled into parenting classes.
- Maintained and updated databases for potential leads
- Prepared weekly reports.
- Organized and scheduled meetings
- Handled all incoming calls and emails.

SUNY Morrisville

Morrisville, NY

10/2014-05/2017

Alumni Call Representative

- Contact alumni, parents, students, and friends from prospect lists provided by management with the specific goal of securing financial contributions.
- Seek to secure matching gifts from prospects by providing them with the information on where to get the necessary paperwork from their employers.
- Properly record information and responses provided by prospects during phone calls

SKILLS/ CERTIFICATIONS

- Microsoft Office Suite
- Mental Health First Aid Certification (2024)
- Interpersonal Communication
- Proficient in Salesforce
- Community Outreach
- Case Management
- Program Development
- Event Planning
- SSA Benefit Counseling
- Employment Services

EDUCATION

SUNY Morrisville- Morrisville, NY

Bachelor of Science (BSc)- *Applied Psychology*

Associate of Applied Science (A.A.S)- *Humanities & Social Science*