

TREY MALICOAT

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■ KEYWORD SUMMARY

Executive with twenty two years of experience in budgeting, business management, quality assurance, customer service, training, curriculum development, project management, public speaking, marketing, public relations, fund raising, grant solicitation, volunteer recruitment and retention, board management, and clinical supervision.

■ EDUCATION

Master of Science: Psychology
Our Lady of the Lake University, San Antonio, Texas, 1995-1996

Bachelor of Arts: Communications / Public Relations
Whitworth College, Spokane, Washington, 1984 -1987

■ EXPERIENCE

Vice President of Communications—Homewatch International, Inc.

2009 to 2010

- Responsible for all aspects of the global marketing and PR efforts of all domestic and international home care operations consisting of 178 territories in the US and abroad.
- Leadership in strategic financial planning including identifying opportunities for improved fiscal viability via increased same-store productivity and new growth through development and acquisition.
- Direct management of five-person in-house creative marketing team responsible for internet presence, public relations activities, collateral development, and new program development.
- Responsible for all internal and external corporate communications.
- Responsible for the development and implementation of all sales and marketing training materials and activities.
- Responsible for infield operator consultation addressing best practices in home care, growth objectives, profitability, and general quality delivery.

President—Signature Hospice, Home Health & Home Care / Avamere Health Services, Portland, Oregon

2005 to 2009

- Management of an annual budget of approximately 20 million with an employee base of 400.
- Responsible for all aspects of the start-up of a comprehensive hospice program including: policy and procedure development, systems development, licensure, Medicare and Medicaid certification, marketing, and strategic development.
- Responsible for all aspects of the development of a comprehensive inpatient hospice unit including: policy and procedure development, systems development, licensure, Medicare and Medicaid certification, property acquisition and development, marketing, and strategic development.

- Responsible for the development of three satellite hospice operations.
- Direct management of all accounting information systems including payroll, accounts payable, accounts receivable, general ledger, financial reporting, and statistical reporting systems.
- Management of all human resource activities including: recruitment, hiring, scheduling, performance evaluation, and professional orientation.
- Leadership in strategic financial planning including identifying opportunities for improved fiscal viability via increased same-store productivity and new growth through development and acquisition.
- Responsible for six home health and two home care offices located throughout the Pacific Northwest.

General Manager—Odyssey HealthCare, Portland, Oregon

2003 to 2005

- Responsible for the overall operations of a comprehensive hospice program with an average daily census of 103 patients.
- Management of all human resource activities for 60 employees including: recruitment, hiring, scheduling, performance evaluation, and professional orientation.
- Responsible for all aspects of marketing and public relations including the leadership of three marketing education representatives.
- Management of a comprehensive continuous quality improvement program involving a professional advisory committee of twelve people.
- Responsible for all strategic planning and implementation of growth objectives.
- Responsible for overall fiscal management including: budgeting, financial review, accounts payable and accounts receivable activities, cost containment, and expenditure management.

Associate Director—Willamette Valley Hospice, Salem, Oregon

1999-2003

- Member of five-person leadership team responsible for daily operation of a very successful hospice with an average daily census of 125+ patients.
- Responsible for marketing and fund raising program, grant solicitation, policy and procedure development, program development, quality review, and ongoing quality assurance for all supervised programs.
- Direct management of five program coordinators.
- Management of comprehensive volunteer program consisting of 80+ volunteers involved in providing direct patient care, office support, and bereavement services.
- Clinical oversight of comprehensive grief support program for 1000+ grieving adults and children. Responsible for providing individual counseling, support group facilitation, community referrals, and conducting community workshops and educational presentations throughout the state of Oregon.
- Responsible for Medicare and JCAHO (Joint Commission on Accreditation of Healthcare Organizations) compliance and agency policy and procedure development and implementation.
- Annual budget preparation and monitoring for all supervised programs.

Manager of Volunteer & Bereavement Services—Willamette Valley Hospice, Salem, Oregon

1998-1999

- Management of 70+ person volunteer program involved in providing direct patient care, office support, and bereavement services.
- Responsible for volunteer recruitment and training, volunteer placement, program development, quality review, and statistical reporting of all volunteer activity.
- Clinical oversight and management of a comprehensive grief support program for 1000+ grieving adults. Responsible for providing individual counseling, support group facilitation, community referrals, and conducting community workshops and educational presentations throughout the state of Oregon.
- Actively involved in coordinating a process improvement team for bereavement services.
- Annual budget preparation and monitoring for all supervised programs.

Social Worker—Willamette Valley Hospice, Salem, Oregon

1997 -1998

- Comprehensive medical case management for terminally ill patients and their families. Average caseload of 25 patients.
- Weekly participation on medical interdisciplinary team responsible for overall medical care planning for all patients.

Community Health Educator—San Antonio AIDS Foundation, San Antonio, Texas

1996 -1997

- Directly responsible for comprehensive community AIDS prevention education program. Public presentations made to 6000+ individuals over a six month period.
- Responsible for the development of an age-specific education curriculum employed in four area school systems and the greater San Antonio community.
- Responsible for the development of professional collaborative partnerships throughout the area.

■ ADDITIONAL PROFESSIONAL EXPERIENCE

Adjunct Instructor--Oregon State University

2001-2007

- Responsible for developing and teaching “Grief and Loss” and “Bullying” to graduate students of the counseling education program. Classes taught annually based on department offerings.

Adjunct Instructor—Western Oregon University

2000-2007

- Responsible for developing and teaching “Violence, Grief and Trauma in Children & Adolescents”, “Bullying”, “The Healthy Approach to Human and Organizational Change”, “Human Sexuality”, and “Death and Dying” to classes of 40+ students. Classes taught annually based on department offerings.

Adjunct Instructor—Chemeketa Community College

1998-2000

- Responsible for teaching “Ethics for Human Service Workers” through the department of Human Services. Class taught quarterly to 25+ students.

■ PUBLICATIONS

- Malicoat, T., *The Challenge of Change*—38-page booklet, 2002
- Malicoat, T., *Trauma Work: Folly or Future*. Association for Death Education and Counseling Forum Newsletter, 27(3), 7-8, 2001.
- Malicoat, T., *Answers to a Young Child's Questions about Death: A guide for parents, educators, and adults who care*—Brochure, 2000
- Malicoat, T. & Morris, A., *The Journey of Change: How to walk alongside a child or adolescent living with death, divorce or life transition*—38-page booklet, 2000
- Malicoat, T., et al., *Oregon Department of Corrections Hospice Volunteer Training Manual*—250-page compilation text, 1999
- Malicoat, T., et al., *Willamette Valley Hospice Bereavement Training Manual*—50-page compilation text, 1999
- Malicoat, T., et al., *Willamette Valley Hospice Volunteer Training Manual*—100-page compilation text, 1999

■ PAST PRESENTATIONS (Partial List)

- Skylight Children's Trust New Zealand Tour. Workshops in Auckland, Wellington, Rotorua and Christchurch—"The Shattering Effects of Trauma," "Living with Vicarious Trauma," "Surviving Suicide"—2002
- New Zealand Funeral Directors Association—Keynote Address—2002, Wellington, New Zealand
- Association for Death Education & Counseling 2002 National Conference—"Research and Practice of Child Grief Support"—2002, Portland, Oregon
- Marion County Commission on Children and Families Annual Conference—Keynote Address—2002, Salem, Oregon
- International Association of Community Colleges—Keynote Address—2002, Portland, Oregon
- Oregon Crime Victim's Assistance Network State Conference—Keynote Address—2002, Bend, Oregon.
- Oregon University Ukrainian Health Coalition—"Building Resilient Children"—2001, Monmouth, Oregon
- 26th Annual Oregon State Conference on Adolescent Sexuality—"The Healthy Approach to Change" & "Support for the Caregiver"—2001, Seaside, Oregon
- Linn Benton Community College Staff Training—Keynote Address—2001, Albany, Oregon
- Oregon Criminal Justice Association Annual Conference—"The Trauma of Violence"—2001, Eugene, Oregon
- Oregon Counseling Association Annual Conference Keynote—"Bullying: A National Crisis"—2001, Warm Springs, Oregon
- Oregon School Counseling Association State Conference—"The Shattering Effects of Change"—2001, Welches, Oregon
- Mangare Police Consortium—"The Shattering Effects of Trauma: Practical Lessons From Columbine"—2001, Auckland, New Zealand
- Oregon School Counselor Association Spring Conference—"Recognizing Trauma & Grief in Children and Adolescents" & "Managing Crisis in the Classroom"—2001, Hood River, Oregon.

- Oregon State Conference on Adolescent Sexuality—“The Journey of Change: Supporting Adolescents Living with Loss” & “The Hidden Losses of Sexual Practice, Sexual Orientation, and Sexual Abuse”—2001, Seaside, Oregon.
- Oregon Crime Victim’s Assistance Network—“The Shattering Effects of Trauma: Direct Support for Victims of Crime,”—2001, Bend, Oregon.
- Oregon Health Care Association Spring Conference—“Bridging the Gap between Hospice and Long Term Care”— 2001, Lincoln City, Oregon.
- Douglas County Early Intervention and Prevention Coalition—“The Shattering Effects of Trauma, Grief and Loss: Providing Services to Wounded Children”—2001, Roseburg, Oregon.
- Oregon State Summit for Boys—“Setting Your Focus: Goal Setting for the Future”—2000, Western Oregon University, Monmouth, Oregon.
- Fourth Annual National Symposium on Children’s Grief Support—“The Bereavement Specialist’s Response to Trauma”— 2000, Portland, Oregon.
- Oregon School Counselors Association Annual Conference—“The Significant Challenge of Change: Children and Adolescents”—1999, Salem, Oregon.
- Oregon Alliance of Seniors & Health Services Annual Conference Keynote Address— “Coping with the Ongoing Changes in Care Delivery”— 1998, Newport, Oregon.
- Oregon State Adolescent Sexuality Conference-“Preventing Secondary Pregnancies”—1998, Bend, Oregon.
- Oregon Association for Health Educators—“Working with Children in Grief”—1998, Eugene, Oregon.
- Oregon Alliance of Senior and Health Services—“The Significant Challenge of Change”—1998, Portland, Oregon.
- Mercy Regional Cancer Center Alexia Rose Center for Grief—“Establishing a Children’s Grief Center”—1998, Redding, California.
- Texas State Department of Health HIV/AIDS Conference—“The Psychosocial Aspects of HIV/AIDS: A Tool for Prevention”—1997, Austin, Texas.