

Experience

02/2015 - Present

Peer Support Specialist

UnitedHealthcare Community Plan of Hawai'i 1132 Bishop Street Suite 400 Honolulu, Hawai'i, 96813

UnitedHealthcare Community Plan of Hawai'i is a health plan of UnitedHealth Group. As the company's only peer support specialist, I support various activities, initiatives and services that promote recovery-oriented principles and practices in all aspects of care. I actively participate and contribute in all clinical team and quality assurance/quality improvement committee meetings. I regularly meet with members and provide peer support at psychaitric inpatient units and crisis shelters. I support members with developing their own Wellness Recovery Action Plans in-person or by phone. I also support the Recovery and Resiliency Unit by co-facilitating trainings and consulting with members from the plan's primary care and behavioral health units.

10/2014 - 02/2015

Peer Support Specialist

Helping Hands Hawai'i, Hawai'i Pathways Project Team 2100 North Nimitz Highway Honolulu, Hawai'i 96819

The Hawai'i Pathways Project is a three-year federally funded project to provide permanent supportive housing and treatment services to chronically homeless individuals with histories of substance use and/or serious mental illness and substance use. As the team's peer support specialist, I actively engaged potential candidates through assertive outreach and peer support. As an active member of the clinical team, I shared unique insights and strategies to support the team in building trusting relationships with clients in the community.

06/2014 - 09/2014

Hawai'i Certified Peer Support Specialist Intern

Hawai'i State Department of Health Adult Mental Health Division Diamond Head Community Mental Health Center (CMHC) 3627 Kilauea Avenue #410 Honolulu, Hawai'i 96816

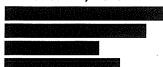
Diamond Head CMHC is one of four community mental health centers on the island of O'ahu. As the Center's only peer support specialist, I supported mental health consumers by providing peer-to-peer counseling, conducted home and hospital visits with members of the clinical team, and assisted peers with completing paperwork to expedite benefits and access to various community resources.

05/2006 - 06/2007

Call Center Supervisor

Q-Mark Research and Polling 1100 Bishop Street Honolulu, Hawai'i 96813

Iris Kaneshiro, HCPS



Q-Mark Research and Polling provides an array of different research services, including but not limited to customer satisfaction surveys, marketing support services, positioning research, and brand equity research. As the Call Center Supervisor, I oversaw call center operations, facilitated in-person focus groups, conducted secret shopping services, and systematically collected data from tourists at Honolulu International Airport.

01/1993 - 01/1999

Owner

One Giri Giri Hair Salon

557 Akahi Place

Lanai City, Hawai'i 96732

As the salon's only stylist, I provided beauty services, including hair cutting and styling, therapeutic facials, manicures and pedicures. As the owner of this salon, I assumed sole responsibility for all activities to manage and operate a thriving salon on a small island with limited resources and intense competition.

Education

Associates of Applied Science in Cosmetology

Honolulu Community College 874 Dillingham Boulevard Honolulu, Hawai'i 96817 **High School Diploma** Kailua High School

Kailua High School 451 Ulumanu Drive Kailua, Hawai'i 96734

Certifications

09/2014 Hawai'i Certified Forensic Peer Specialist 04/2014 Hawai'i Certified Peer Specialist

03/2014 Wellness Recovery Action Plan Facilitator

Presentations

Invited Talks Border, C., Kaneshiro, I., & Kwon, P. (2015, May 19). Hawai'i Certified Peer

Specialists: pillars of support to organizations. Panel presentation at the Cetner on Disability Studies, Pacific Rim International Conference on Disability and

Diversity. Honolulu, Hawai'i.

Trainings Rocchio, C. & Kaneshiro, I. (2015, March 5). Preparing for a successful internship

as a peer support specialist working with adults with serious mental illness and substance use disorders. Trainer for the 2015 Hawai'i State Department of Health Adult Mental Health Division's Certified Peer Specialiast Training.

Honolulu, Hawai'i.