

**Verna Q.L. Waikiki**

EXPERIENCE:  
(Responsibilities/Duties)

**09-14-09 to present**  
40 Hrs/wk)

**Advocate**, Hawaii Disability Rights Center, 1132 Bishop St., Ste. 2102, Honolulu, HI 96813

Resumed the same duties as describe during the years 09-01-03 to 03-14-08 with the addition of:

- Act as SSA authorize representative for clients at SSA Administrative Hearing
- Advocate for neighbor islands of Maui and Big Island counties.
- Advocate for military families on Oahu

**03-15-2008 to 09-04-2009**  
(40 hrs./wk)

**Social Security Administration Claims Representative**, Honolulu SSA office, 400 Ala Moana Blvd., Rm1-114, Honolulu, HI 96850,

**9-1-03 to 03-14-08**  
(40 hrs./wk)

**Advocate**, Hawaii Disability Rights Center, 900 Fort St. Mall, Suite 1040 Honolulu, Hawaii 96813

- To advance the human, civil and legal rights of eligible persons identified by federal definition as "disabled".
- Conduct investigations, including the request for records and gathering and analyzing relevant facts, evidence and information to appropriately advocate for clients.
- Research statutes and regulations; analyze their applicability to cases; utilize statutes and regulations to their full extent on behalf of clients.
- Advocate for clients at administrative hearings, meetings and conferences as appropriate (i.e. school IEP's, appeal hearings for Social Security, DD eligibility, etc.).
- Utilize mediation, negotiation and advocacy appropriately and to the maximum extent possible to resolve cases and obtain positive resolution for clients.
- Maintain complete and accurate electronic records throughout investigations; prepare memoranda and case reports; maintain security of confidential records.
- Participates in annual public comment meetings and in the development of annual priorities and objectives for the assigned duty area.
- Provide community education and training directly related employee' work plan and the nine (9) Federal Protection and Advocacy laws.

- Represents the agency on community councils and groups directly related to the employee's work plan.
- Reports to advisory council of the assigned program or contract and to the Board of Directors, as assigned.
- Develops knowledge of law(s) related to the assigned agency priority area(s) and on remedies available to the agency when clients experience violation of their rights.
- Provide support to agency attorney(s) during litigation, fair hearings for said client.

AND

10-01-07 to 03-14-08  
(15 hrs/wk.)

**Community Work Incentives Coordinator (CWIC)**, Social Security Administration Work Incentives Planning and Assistance (WIPA) program, Hawaii Disability Rights Center 900 Fort St. Mall, Suite 1040, Honolulu, HI 96813

- Provide general information on the adequacy of health benefits coverage offered by an employer of a beneficiary with a disability.
- Establish written benefits analysis plans for beneficiaries with disabilities outlining their employment options and applicable work incentives and develop long-term supports needed to ensure the beneficiary's success in regards to employment.
- Make referrals to Employment Networks or Vocational Rehabilitation (VR) as appropriate.
- Provide work incentives planning
- Evaluate comprehensive information about a SSDI/SSI beneficiary with a disability on the following:
  - ◀ Beneficiary background information
  - ◀ Disabling Impairments/conditions
  - ◀ Educational and vocational background
  - ◀ Employment and earnings
  - ◀ Resources
  - ◀ Federal, State and local benefits
  - ◀ Health Insurance
  - ◀ Work expenses
  - ◀ Work Incentives, and
  - ◀ Service(s) and supports
- Assess the potential impact of employment and other changes on a beneficiary's Federal, State and local benefits eligibility and overall financial well-being.

July 14, 2003 - August 30, 2003  
(40 hrs/wk)

**Executive Staff**, Hawaii Disability Rights Center (State of Hawaii designated Protection and Advocacy agency)

- Monitor services provided by agency staff to ensure compliance with grant specification ( 9 P&A federal grants, 1 state of Hawaii, Department of Justice grant, and applicable federal and state laws)
- Prepare monthly/quarterly/yearly reports according to the specifications identified by the grants.

- Prepare written response for request for proposals to new/ongoing Federal/State/ Honolulu City & County grant requests that would enhance services for the disabled.
- Develop responses to proposed federal statutory and regulatory changes related to the (9) federal P & A grants.
- Develop professional knowledge and expertise in the assigned duties through professional enrichment, research, reading and analysis of materials.

**July 15, 1997 to Sept. 15, 2002**  
**(40 hrs/wk.)**

**Director of Children's Services**, Wai'anae Coast Community Mental Health Center, 86-226 Farrington Hwy., Wai'anae, Hawaii 96792

- Supervise 85 to 100 professional/paraprofessional employees. Responsible for the ongoing planning and supervision of work for all staff and volunteers assigned to the program.
- Develop internal policies and procedures to comply with current laws and certification requirements for children and adolescents identified as "emotionally disturbed".
- Work with Quality Assurance coordinators to ensure the program participants received appropriate, timely and effective services. Implement all corrective actions recommended by the Quality Assurance coordinators.
- Analyze program operations and write recommendations highlighting problems necessitating immediate action and appropriate steps required to remedy the identified problems. (Knowledge of the cultures and lifestyles of community or similar communities, ability to interpret problems within its cultural context and be able to apply cultural concepts in interventions).
- Design and implement new services and programs through processes that utilize data and the experience and knowledge of community and staff, that reflect best practices in the field.
- Provide administrative supervision to program coordinators for (6) specialty programs: 1) Therapeutic Foster Homes, 2) Adolescent Day Treatment Program, 3) After Day Support Program (a therapeutic recreational program), 4) Case Management, 5) Clinical services and 6) Psychiatric services with Medication Monitoring.
- Serve as a member of community group or committee advocating for the rights and quality of life for persons served
- Conduct monthly/quarterly review to ensure that data collection instruments were used correctly, services delivery was documented and recorded management procedures were followed.
- Coordinated services with other service providers (i.e. DOE, Child Protective Services, DOH Child & Adolescent Mental Health Division) to ensure that program participants received appropriate, timely and effective services.
- Advocated with parents/adolescents at DOE IEP meetings to ensure that the special needs (i.e. behavioral and academic) were appropriately designed and implemented.

- Provided case management services to a limited number of Felix Class students.
- Participated in the budget planning process, monitored year to date program expenditures, and initiated any budget revision/recommendations per agency guidelines.
- Prepared monthly report to the Program Committee of the Board of Directors. Attended all monthly Board of Directors meetings.
- Developed an annual training plan for each employee and specialize program.
- Coordinated public relations and maintained a positive public image and reported satisfaction with grant contractors and families served.
- Coordinated and implemented meetings with funding sources to ensure a positive public image for the organization, and that the services were in compliance with existing/changing contract requirements.
- Coordinated programs with community agencies to promote joint planning and program implementation to meet real needs of the geographical area.
- Coordinated all Federal/State monitoring visits.

**Feb.4, 1981 to July 14, 1997**

(40 hrs/wk)

**Speech Pathologist** for the Department of Education, Leeward District Office Annex 94-521 Farrington Hwy. Waipahu, HI 96797.

- Diagnosed and provided remediation therapy of language, speech, voice and fluency disorders for children ages three (3) to 18 years (minimum 100 students per school year) at one, elementary school in the Wai`anae area.
- Maintained daily records of children served.
- Wrote individualized education plans and participated in IEP meetings for caseload students.
- Conducted yearly/quarterly conferences with each child's parent(s) regarding overall education and speech pathology plans.
- At the direction of the Leeward District Education Specialist, investigate complaints by parents and provided recommendations/corrective action to supervisor. Represented the DOE at mediation meetings between school and parents/advocates.
- Member of the multidisciplinary psycho-educational diagnostic team. Provided speech pathology assessments and participated on team to determine special education eligibility.
- Provided technical assistance training to parents/teachers/administration in the areas of child development, curriculum adaptations for children with communication disorders. Interpretation of strengths and weakness as identified through standardized testing to develop a comprehensive educational program.
- Supervision of communication aides, intern UH undergraduates in speech pathology, parent volunteers and CFY candidates in speech pathology.

- Speech Pathology liaison to the DOE Leeward District office. Developed the training plan for speech pathologist and provided direct training/monitoring of speech pathologist and communication aides.
- Participated with the Education Specialist regarding budgetary items for the Speech Pathology program in the Leeward District. Coordinated all purchase orders for the Waianae Complex team.

Jan. 20, 1974 to May 31, 1974  
(20 hrs./wk.)

June 1, 1974 to Jan. 31, 1981  
(40 hrs./wk)

**Speech Pathologist.** Oahu Head Start Program, Honolulu, Hawaii.

- Diagnosis and prescribe treatment for preschool children with communication disorders in the Leeward and Central Districts. Total of 24 class rooms.
- Member of an inter/transdisciplinary health services team providing a comprehensive array of health services for Head Start preschoolers.
- Conducted hearing screenings for all Head Start preschoolers in the Leeward and Central districts.
- Provided monthly parent and staff training; integrating speech pathology services with other health issues such as nutrition-dental-mental health-general health-education.
- Maintained records of persons served.

**EDUCATION**

**Masters of Science Degree in Speech Pathology and Audiology,**  
University of Hawaii.

**Bachelor of Education in elementary education, minor in  
speech pathology.** University of Hawaii.

**High School Diploma, Department of Defense School: Kubasaki  
High** Okinawa

**Board Certified Speech Pathologist, 1975.**

**Licensed Speech Pathologist in the state of Hawaii, 1975.**

**Certified by the Social Security Administration to perform the duties  
of a CWIC. February 2007**

**CONTINUING EDUCATION**

Workshop training/courses in computer technology: Microsoft Office, Word Perfect, Excel. Wrap-Around facilitator training 2000, disaster preparedness, confidentiality of records training, cultural appropriateness, team building, supervision of non-compliant staff, crisis prevention techniques (violence in the work place), blood borne pathogens, related topics in child development, best practices in mental health and special education and continuing education in speech pathology.

Social Security Administration training January 29 to February 2<sup>nd</sup>, 2007  
Completed field study to receive Certification as a CWIC.

Social Security Administration SSI Claims Representative training May  
2008 to Aug. 2008

FBI clearance to perform the duties of a CWIC October 2006, April  
2008.

SSA clearance to perform the duties of a CWIC January 2007

#### COMMUNITY SERVICE

Volunteer for the Honolulu Foster Botanical Gardens (biyearly fund  
raising): cashier.( 10 + years)

Volunteer work at the Leeward District Special Olympic meets. (12+  
years)

Volunteer "judge" for the Leeward District Spelling Bee (16 years)

Conducted parenting workshops for "pregnant teens" (3 years)

Volunteer Board member for the Waianae Coast Community Mental  
Health Center. Chairman of the Program Committee 1985 to 1997.

Volunteer Board Member of the American Cancer Society. Honolulu  
Chapter. Chairman of the ACS Education committee 1997-1999.

Volunteer member of the Waianae Children's Council 1997 to 2002

Volunteer member of the Domestic Violence Coalition Task Force  
(Waianae) 1998 to 2001.

Volunteer at the Family Court (1968 to 1969)