

EDUCATION

- 2005 National Rehabilitation Leadership Institute, SDSU San Diego, CA
Certificate of Completion
- 2002 National Executive Leadership Institute, University of Oklahoma Norman, OK
Certificate of Completion
- 1995 – 1998 University of Hawai'i at Mānoa Honolulu, HI
Master of Education, Rehabilitation Counseling
- Member of first VRSBD Hawaii Cohort
 - Participated in university research on impact of ADA on employment of individuals with disabilities
- 1989 – 1991 University of Hawai'i at Mānoa Honolulu, HI
Bachelor of Arts, English
- Hemenway scholarship
- 1986 – 1987 University of Redlands Redlands, CA
- Bilingual/Bicultural scholarship

PROFESSIONAL EXPERIENCE

July 11, 2023 – Present, Department of Human Services/Division of Vocational Rehabilitation

Division of Vocational Rehabilitation – Vocational Rehabilitation Administrator
Supervisor: DHS Director Cathy Betts

Duties:

- Provide general administrative directions to VR Assistant Administrator, Secretary, and 6 Vocational Rehabilitation Managers. Plan, schedule & direct the work of such staff with the responsibility to deliver and manage statewide vocational rehabilitation, independent living, services for the blind, and disability determination programs. Review work for content, accuracy and timeliness.
- Ensure that all program services are delivered statewide in accordance with applicable federal and state laws, statutes, rules, regulations, policies, and agreements with other state agencies and the federal government.
- Serve on various councils, including the State Rehabilitation Council, the Council on Developmental Disabilities and the State Workforce Development Council.
- Responsible to draw down and administer various federal and state grants and other sources of funding; project and track expenditures; ensure expenditures are done according to federal and state law. Contract development, compliance and monitoring.
- Provide federal and state required data and financial reports accurately and in accordance with law and timelines.
- Work collaboratively with WIOA partners, including but not limited to the State Workforce Development Division, the University of Hawaii system, and the American Job Centers.
- Provide outreach and information to other agencies and NGOs, as well as members of the public, regarding DVR services.
- Coordinate with DVR staff to create and administer a strategic plan and state plan, in line with DHS and US DOE initiatives.

- Update regulations, policies and procedures.
- Evaluating program effectiveness and looking for ways to improve our services.
- Actively participate in the state legislative process, including but not limited to: identifying needs; submitting and delivering testimony; and tracking bills.
- Work to find ways to fill vacancies for hard-to-fill positions.
- Work to foster a healthy, productive work environment for all DVR staff; make sure they have the tools, training and other supports they need to do the best work for the people we serve.
- Work to encourage a positive philosophy of disability, empowerment, and competitive integrated employment throughout the agency.
- Responsive to consumer and staff communications, work to resolve any problems that come to my attention.

**August 2011 – July 2023 Vocational Rehabilitation and Services for the Blind Division
Ho`opono Services for the Blind Branch - Administration**

Honolulu, HI

Branch Administrator (VR Manager II), Ho`opono Services for the Blind Branch

Supervisor: Maureen Bates, Vocational Rehabilitation Division Administrator

Full time, 40+ hours per week

- Directly supervise 5 supervisory, professional, and administrative staff, overseeing a Branch with approximately 27 staff and additional contracted staff providing vocational, training and independent living services for the blind and visually impaired statewide, including management of the Vocational Rehabilitation Program, the Randolph Sheppard (vending) Program, the New Visions Orientation Center residential blindness training (orientation center) program, a low vision clinic, and all staff serving older individuals who are blind under the federal OIB Grant. Oversee annual Summer work/challenge programs for blind transition-age youth, in partnership with consumer organizations, and the local One-Stop (Oahu Work Links).
- Work on creating and implementing policy for blind services statewide.
- Work on reorganization plans for the Branch.
- Gather, analyze and report on data regarding three separate Federal funding streams for the Branch. Report directly to RSA on OIB and Randolph Sheppard data (services and expenditures) using RSA's MIS system.
- Plan and monitor annual expenditures with a budget of well over two million dollars.
- Create and maintain partnerships with consumer and advocacy organizations of the blind, the Services for Blind Advisory Board, the State Rehabilitation Council, and the Hawaii State Committee of Blind Vendors, among others.
- Attend meetings and respond to urgent situations on a 24 hour/7 day a week basis, as needed.
- Oversee grievances, administrative reviews, and fair hearings.
- Speaking engagements and representation on various committees and boards related to transportation, advocacy, inclusion, and empowerment.
- Have been successful in creating income opportunities for the Branch, such as charging tuition to Pacific Rim VR agencies; increasing donations to the Friends of Hoopono and the Donations Account; and the Randolph Sheppard Revolving Account.
- Planning for and implementing building cleaning and renovation projects using CIP funds, donations, and other funds.
- Knowledge of procurement process.
- Assignment of VR, OIB, and LVC referrals.
- Training, development and evaluation of subordinates; succession planning.
Review vocational rehabilitation (VR), OIB, Low Vision Clinic, and Randolph Sheppard cases to ensure adherence to applicable policies, rules, and laws.

**July 2007 – December 2010 Vocational Rehabilitation and Services for the Blind Division
Ho'opono Services for the Blind Branch - Adjustment Section**

Honolulu, HI

Adjustment Section Supervisor (VRS V)

Supervisor: Dave Eveland, Services for the Blind Branch Administrator

Full time, 40 hours per week

- Directly supervise ten center staff (teachers, paraprofessional and administrative) and additional contracted staff providing orientation center training and job readiness skills for the blind and visually impaired statewide, as well as serving students from the Pacific Rim and mainland USA.
- Temporarily assigned as Branch Administrator periodically (continuously from January 2010)
- Public education about blindness, including medical, psychosocial, and educational aspects; ADA and accommodations in the employment process.
- Teach blindness skills in the areas of Braille, Technology, Orientation and Mobility, Shop, and Personal and Home Management, when classes need coverage
- Speaking engagements and representation on various committees and boards related to transportation, advocacy, inclusion, and empowerment.
- Helped to implement a complete overhaul of the orientation center program, including a change in philosophy toward elevated expectations, a positive philosophy of blindness, and using the structured discovery method to instruct in all areas, including Braille, O&M (cane travel), and other independent living skills.
- Oversee a nationally recognized and certified 24/7 residential Structured Discovery Training program of up to 14 students (VR clients). The program teaches Braille, cane travel, personal and home management, technology, and industrial arts. I also facilitate a group discussion class on blindness.
- Deal effectively with high-pressure and crisis situations

**November 2000 – June 2007 Vocational Rehabilitation and Services for the Blind Division
Ho'opono Services for the Blind Branch - Counseling Section**

Honolulu, HI

Counseling Section Supervisor (VRS V)

Supervisor: Dave Eveland, Services for the Blind Branch Administrator

Full time, 40 hours per week

- Directly supervise, train and evaluate 14 field staff (Vocational Rehabilitation Specialists, Rehabilitation Teachers, and Paraprofessional/Administrative staff), and additional contracted staff providing vocational and independent living services for the blind and visually impaired statewide, including management of all staff serving older individuals who are blind under the OIB Grant.
- Temporarily assigned as Branch Administrator when SBA is unavailable.
- Public education about blindness, including medical, psychosocial, and educational aspects; ADA and accommodations in the employment process.
- Manage VR caseloads when there are staff vacancies.
- Create and maintain partnerships with consumer organizations of the blind.
- Helped to implement a complete overhaul of the orientation center program, including a change in philosophy toward elevated expectations, a positive philosophy of blindness, and using the structured discovery method to instruct in all areas, including Braille, O&M (cane travel), and other independent living skills.
- July 2006 – June 2007, in addition to my regular job duties as Counseling Section Supervisor, I provided oversight and supervision of the Adjustment Section Staff and New Visions Adjustment to Blindness training program. This includes a staff of 10 rehabilitation teachers, paraprofessional and clerical staff and up to 14 students (VR clients) in a residential training program. The program teaches Braille, cane travel, personal and home management, technology, and industrial arts. I also facilitate a group discussion class on blindness. I have taught classes when instructors have been absent.

- Review vocational rehabilitation (VR), OIB, and Low Vision Clinic cases to ensure adherence to applicable policies, rules, and laws.
- Assign referrals to VR, OIB and Low Vision Clinic programs.

**August 1999– October 2000 Vocational Rehabilitation and Services for the Blind Division
Oahu Branch – Windward Section**

Honolulu, HI

Vocational Rehabilitation Specialist III

Supervisor: Donna Vanderlaan, VRS V

Full time, 40 hours per week; SR 20

- Provide vocational rehabilitation counseling and guidance to persons with disabilities, including assessment, evaluation, interpretation of test results, training, job development and placement, and personal and work adjustment. Includes management of a large caseload of persons with significant and most significant disabilities.

**August 1998 - August 1999 Vocational Rehabilitation and Services for the Blind Division
Oahu Branch – Metro Section**

Honolulu, HI

Vocational Rehabilitation Specialist III

Supervisor: Judith Ishimoto, VRS V

Full time, 40 hours per week; SR 20

- With minimal supervision, provide vocational rehabilitation counseling and guidance to persons with disabilities, including assessment, evaluation, interpretation of test results, training, job development and placement, and personal and work adjustment. Includes management of a large caseload of persons with significant and most significant disabilities.
- 2 months of TA Supervisory experience, during which time I supervised four other VRS and two clerical staff while managing a large VR caseload.

**October 1995 – August 1998 Vocational Rehabilitation and Services for the Blind Division
Oahu Branch – Windward Section**

Honolulu, HI

Vocational Rehabilitation Specialist III

Supervisor: Donna Vanderlaan, VRS V

Full time, 40 hours per week; SR 20

- With minimal supervision, provide vocational rehabilitation counseling and guidance to persons with disabilities, including assessment, evaluation, interpretation of test results, training, job development and placement, and personal and work adjustment. Includes management of a large caseload of persons with significant and most significant disabilities.

**October 1994 – October 1995 Vocational Rehabilitation and Services for the Blind Division
Oahu Branch – Windward Section**

Honolulu, HI

Vocational Rehabilitation Specialist II

Supervisor: Donna Vanderlaan, VRS V

Full time, 40 hours per week; SR 18

- Provide vocational rehabilitation counseling and guidance under general supervision to persons with disabilities, including assessment, evaluation, interpretation of test results, training, job development

and placement, and personal and work adjustment. Includes management of a large caseload of persons with significant and most significant disabilities.

**October 1993 – October 1994 Vocational Rehabilitation and Services for the Blind Division
Oahu Branch – Windward Section**

Honolulu, HI

Vocational Rehabilitation Specialist I

Supervisor: Donna Vanderlaan, VRS V

Full time, 40 hours per week; SR 16

- Trainee level under supervision, provide vocational rehabilitation counseling and guidance to persons with disabilities, including assessment, evaluation, interpretation of test results, training, job development and placement, and personal and work adjustment. Includes management of a large caseload of persons with significant and most significant disabilities.

AFFILIATIONS & ACHIEVEMENTS

Member, Hawaii state Council on Mental Health, 2022-present

President, National Council of State Agencies for the Blind, 2017

Chair, Committee on Accessible Transportation, City & County of Honolulu, June 2016-June 2022

Outstanding Team Contribution Award, Hawaii DHS/VRSBD, September 2009

Sustained Superior Achievement Award, Hawaii DHS/VRSBD, September 2008

National Board Member, National Blindness Professional Certification Board, July 2008 – present

Co-Principal Investigator, STRIDE Mentoring Grant, University of Hawaii, 2004 – 2009

Member, Planning Committee for the 2004 RSA National Residential Training Centers for the Blind Conference, "Challenge to Change", October 2004

29th Annual Institute on Rehabilitation Issues (IRI) on Consumer Empowerment, Primary Study Group Member and IRI Scholar, 2002-2003

Iowa Center for the Blind, Student of alternative techniques and philosophy in the Orientation Center, 2000

Rehabilitation Association of Hawaii Board Member, 1998 – 2000; Return To Work Fund Chairperson, 2002

MOST RECENT PUBLICATIONS AND NATIONAL PRESENTATIONS

Speaker, "Dare to be Remarkable" National Blind Residential Rehabilitation Center conference, Baltimore MD, December 2007

Speaker, Technology Panel, National Council of State agencies for the Blind, Washington DC, April 2005

Speaker, "Challenge to Change" RSA Blind Residential Training Center conference, Nashville, TN, October 2004

29th Annual Institute on Rehabilitation Issues (IRI) Primary Study Group Member, 2002 - 2003. **Promoting Consumer Empowerment through Professional VR Counseling.** Wrote and edited chapter entitled "Consumer Empowerment and the VR Supervisor/Manager", 2004.

Presentation to National Convention of National Federation of the Blind, Louisville Kentucky, July 2, 2003, "Emerging Trends in Rehabilitation Programs for the Blind", panel discussion.

REFERENCES AVAILABLE UPON REQUEST