

CHARLOTTE L. TOWNSEND

OCCUPATIONAL OBJECTIVE: To be associated with an agency whose concern is human and/or social services, and to aid in programs for the benefit of those individuals in need of such service.

Work Experience:

2015-2021

Job Title:

Job Duties:

Vice President of Paratransit Services
Responsible for the administration and management of the Paratransit Services Department within Oahu Transit Services. Supervised a department of 400 employees including van operator, reservation, scheduling, dispatching and customer services staff. Extensive experience with Union contract negotiations and dispute resolutions. Provided testimony and policy recommendations to the City Council and Legislature on matters of public transit and ADA regulations.

2007-2015

Job Title:

Job Duties:

State of Hawaii, Department of Health
Disability and Communication Access Board
919 Ala Moana Blvd. Room 101
Honolulu, HI 96814
Program and Policy Development Supervisor
Provide administrative supervision of staff who manages DCAB programs to ensure compliance with agency's Plan of Action. Reviews federal, state, and local laws and policies that impact services to persons with disabilities and drafts Board's recommendations and technical comments. Supervises computer technical support staff and inter office network system.

2005-2007

Job Title:

Job Duties:

Abilities Unlimited, aka Winners at Work

414 Kuwili St. Suite 103
Honolulu, HI 96817

Vice President and Director of Program Services
Ensure the long term viability of the agency's mission to provide employment and community based services to adults with mental retardation and developmental disabilities. Provide supervision of staff, coordinate client services, and ensure best practices in service delivery. Secure and manage federal, state and private contracts. Provide staff development and training and coordinate a family support network. Staff the Board of Trustees general and subcommittee meetings.

1990-2005

State of Hawaii, Department of Health

	Disability and Communication Access Board, formerly known as the Commission on Persons with Disabilities 919 Ala Moana Blvd., Room 101 Honolulu, HI 96814
Job Title:	Assistant Director, Supervisor of the Program and Policy Development Unit
Job Duties:	Serve as the supervising staff responsible for the review and analysis of state, county and federal laws, regulations, policies and programs relating to persons with disabilities. Review data outcomes, materials and reports as to appropriateness, soundness of conclusions and overall accomplishments. Provide extensive training and speaking engagements on civil rights legislation impacting persons with disabilities, particularly the Americans with Disabilities Act. Serve as the primary staff assigned to coordinate Title II compliance in consort with departmental ADA Coordinators. Supervise professional staff, consultants and interns located on all major islands as to program content and execution of work plans in their performance of DCAB goals and functions. Oversee the administrative operation of the DCAB in the absence of the Executive Director.
1988.1990	<p><u>INTRACORP</u> 1441 Kapiolani Blvd., Suite 1920 Honolulu, HI 96814</p> <p>Job Titles: Rehabilitation Specialist/Job Seeking Skills Instructor Job Duties: Provide work injured clients rehabilitation services enabling them to return to gainful employment. Develop curricula and teaching tools for Job Seeking Skills instruction.</p>
1989.1990	<p><u>University Affiliated Programs</u> Research Center of the University of Hawaii Instructor Develop curricula and provide instruction to paraprofessional staff working with clients who are developmentally disabled in order to fulfill quality assurance training requirements and licensure certification.</p>
1989.1991	<p><u>Honolulu Community College</u> Honolulu, HI Lecturer Provide instruction for credit of community college students pursuing a career in human services.</p>
1984.1989	<p><u>Association for Retarded Citizens of Hawaii</u> 3989 Diamond Head Road Honolulu, HI Director of Residential Services</p>

Job Duties:	Responsible for the overall stability, direction, planning, leadership and management of the Residential Services Project, a community based program for adults with developmental disabilities.	
1983-1984	<p>Private Consultant</p> <ol style="list-style-type: none"> 1) <u>Molokai General Hospital</u>-Interim Director of the Family Planning Clinic at Kaunakakai. Maintained the financial records, administered the program, staffed the clinic, supervised staff and wrote grants for legislative appropriations. 2) <u>Collaborative Seven</u>-Consultant to architects developing plans for a special education school in Windward Oahu. 3) <u>Waimano Training School and Hospital</u>-Evaluated clients at the Auxiliary for community work placement. 	
1980-1983	<p><u>Autistic Vocational Education Center</u> 708 Palekaua St. Honolulu, HI</p> <p>Job Titles: Job Duties:</p> <p>Director of Program/Prevocational Instructor/Lead Teacher Maintained supervision of all staff and students. Developed and implemented program goals. Sought continuation funds from state, federal and private foundations</p>	
EDUCATION:	University of Hawaii College of Education Career and Rehabilitation Counseling Masters Program	Honolulu, HI
	Whittier College California State General Education Teaching Credential	Whittier, CA
	Whittier College Bachelor of Arts	Whittier, CA
	St. Andrew's Priory School High School diploma	Honolulu, HI

PERSONAL INTERESTS: Hawaiiana, reading, needlework

ACTIVITIES AND ORGANIZATIONS:

Disability and Communication Access Board January 2022-June 2025
Kennedy Theater for the Performing Arts, Advisory Board of Directors for Very Special Arts, Washington D.C 2012-present

Hawaii Commission for National and Community Service, Board of Directors, by Governor appointment 2012-present

Rehabilitation Association of HI, Board of Directors, 2006
Board of Directors 1989-1992, Counselor of the year 2006

National Rehabilitation Association, Member 2005, 2006

Westview Condominium Association Board of Directors, 2002-2013
Treasurer 2003 – 2013, Design Committee Chair 2005 to present

The Arc in HI, Board of Directors, 1992-2012
Vice President 2004 - 2006, 2007-2010, Program Committee Chair 1998 – 2003, 2005- present
Quality Assurances Chair 2004 – 2006-2010

Winners at Work, Board of Trustees 1997 - 2004
President of the Board 2001

Protection and Advocacy Agency of HI, Board of Directors, 1994 - 1999

National Rehabilitation Counselors Association 1990 - 1992

St. Andrew's Priory Alumnae Assn., Board of Directors 1989 - 1992
President 1992

State of Hawaii Commission on the Handicapped, by Governor Appointment 1981 - 1988

President's Committee for Employment on the Handicapped-Washington D.C. by Governor
Appointment 1981