

**Experience**

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**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**

[Redacted]  
[Redacted]  
[Redacted]  
[Redacted]

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**

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[Redacted]

**Associates of Applied Science in Cosmetology**  
Honolulu Community College  
874 Dillingham Boulevard  
Honolulu, Hawai'i 96817

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

**Certifications**

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- 09/2014**      **Hawai'i Certified Forensic Peer Specialist**
- 04/2014**      **Hawai'i Certified Peer Specialist**
- 03/2014**      **Wellness Recovery Action Plan Facilitator**

**Presentations**

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- 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 Center 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 Specialist Training. Honolulu, Hawai'i.