

Randolph Charles Hack



Work Experience

1999- 2017. Consumer Advisor, Adult Mental Health Division, Department of Health, State of Hawaii, Honolulu, Hawaii. 2005-2017. Customer Satisfaction Coordinator. 2003-Present. Acting Director of Consumer Affairs, 2003. 2005-2017. Olmstead Coordinator.

1995-1999. Executive Director, United Self-Help (the statewide consumer nonprofit organization), Honolulu, Hawaii.

1991-1995. Program Coordinator, State Service System Improvement Grant, United Self-Help, "Neighbor Islands Consumer and Family Kokua Program"

1989-1995. Consumer Advocacy Specialist, United Self-Help.

1984-1992. Helpline Counselor, Army Community Service, Schofield Barracks, Hawaii.

1984-1992. Per diem teacher, State Department of Education, Windward Oahu and Honolulu Districts.

Community Service (Gubernatorial Appointments)

2008- 2012. Second Vice-Chair, Secretary, State Council on Mental Health (Linda Lingle)

2005- 2008. First Vice-Chair, State Council on Mental Health (Linda Lingle)

2005. Chair *Pro Tempore*, State Council on Mental Health (Linda Lingle)

2004- 2012. State Council on Mental Health. Third and Fourth Terms (statutory member representing state mental health authority) (Linda Lingle)

1999- 2005. Director, Statewide Independent Living Council. Served 2 terms, 1999-2002, 2002-2005 (Benjamin J. Cayetano)

1995-1999. Vice-chair, State Council on Mental Health-Second Term (Benjamin J. Cayetano)

1992-1995. Secretary, Member, State Council on Mental Health-First Term (Benjamin J. Cayetano)

1989-1992. Diamond Head Service Area Board on Mental Health and Substance Abuse (John Waihee)

Other Community Service

2009, 2011, 2013, 2015, 2017. Palolo Neighborhood Board, for term ending 2019. Chair (2017) Treasurer, Secretary/Treasurer

2012- Present. Advisor, NAMI Hawaii.

2009-2012. Director, NAMI Hawaii. Largest individual solicitations to this organization, 2008-2016. Presenting sponsor donation, NAMI Hawaii Walk, 2011. Vice-President, 2009.

2009. Hawaii Representative to the NAMI National Consumer Council, also Alternate Representative

2012-2014. Democrat District Chair, 20th Representative District.

2006, 2010, 2014. Democrat Precinct Chairperson and Secretary, delegate to County and State Democratic Party Conventions.

2007-2008. Served on Kaimuki Neighborhood Board. Treasurer, 2005-2008.

1999- 2008. Director, Waikiki Health Center. (Nonprofit board). Raised largest individual solicited donations in "People Who Care" annual campaign, 2005-2010.

1998- 2004. Director, NAMI Hawaii and State Consumer Representative to NAMI National Consumer Council. (National organization) 1998-2004.

1998-2008. Director, Secretary, Vice-President, NAMI Oahu. (Nonprofit board)

1990- 2004. Director, Secretary, Mental Health Kokua. (Nonprofit board)

1986-1989. Director, United Self-Help (nonprofit board). Also served as President, 1986-1988.

1978-1984. Palolo and Ahuimanu Neighborhood Boards.

Poll worker in various elections, precinct polling place chairperson in 1984.

1976-1982. Telephone Specialist, Suicide and Crisis Center and Information and Referral Service, Helping Hands Hawaii (volunteer position).

Organizational Activities Highlights

2012. Community Alliance For Mental Health (Inactive). Vice-Chair. Facebook Manager, 2013.

2010- 2011. Speaker's Bureau, Hawaii Mental Health Transformation System Incentive Grant, incl. training.

2009. Founding member, Hawaii Consumer, Family, and Youth (CFY) Alliance sponsored by Hawaii Mental Health Transformation System Incentive Grant.

2008. Mental Health Transformation System Incentive Grant, Subgroup #2, "Consumers and Families as Drivers", subsequently appointed to Task Group #1 "Educating the Public".

2006-2008. Consumer Representative to the Western States Decision Support Group of the Western States Commission on Higher Education (WICHE) Mental Health Program.

2005. State (Planning) Council on Mental Health representative for presentation at the Western Regional Consultative Mental Health Block Grant Peer Review, Portland, Oregon.

2005. Presentation, Joint National Conference on Mental Health Block Grant and National Conference on Mental Health Statistics. For the National Association of Mental Health Planning and Advisory Councils (NAMHPAC).

2000-2004. Member, National Association of Consumer/Survivor Mental Health Administrators (NACSMA). Attended 2003 Annual Meeting, St. Louis, MO, 2004 Annual Meeting, Rockville, MD.

1998- 2002. Five annual presentations at annual National Conference on Mental Health Statistics.

1989, 1990. Lead Organizer for Statewide Consumer Conferences involving 200-300 attendees.

1984-1986. Speaker's Bureau, Mental Health Association in Hawaii.

Special Skills

Mental Health First Aid, 2016.

Whole Health Action Management (WHAM) Facilitator, 2015.

Peer Specialist Examiner, 2014-2016, **Peer Specialist Training Facilitator**, 2013-Present, **Lead Facilitator**, 2015- Present.

Hawaii Forensic Peer Specialist Training, 2014, State of Hawaii, Department of Health, Adult Mental Health Division.

National Professional Certificate in Customer Service, 2013. **National Professional Certificate in Sales and Customer Service**, 2016.

Hawaii Certified Peer Specialist, 2007, State of Hawaii, Department of Health, Adult Mental Health Division. (Acronym: HCPS)

BRIDGES Facilitator Training, 1989.

Notary Public, State of Hawaii #93-673. (Resigned 2017). Specialist to disadvantaged populations. Commissioned 1993, 1997, 2001, 2005, 2009. 2013. (by various Attorneys General). Member #674299, National Notary Association. **Trusted Notary**, 2012, National Notary Association.

1996. Certificate, Hawaii Pacific University, **Weinberg Fellows Training Program for Executive Directors and Nonprofit Management**.

Peer Review of PAIMI (Protection and Advocacy for Individuals with Mental Illness) Program Performance Reviews (2005, 2006), Center for Mental Health Services (CMHS), Substance Abuse and Mental Health Services Administration (SAMHSA), for various states and jurisdictions. Special training and retrospective review, 2006. 2008, **PAIMI Monitor**.

Grant Application Evaluation, Block Grant Application (State Plan) Evaluation for Center for Mental Health Services, Substance Abuse and Mental Health Services Administration (1996, 1998).

1976. Certificates, “**Emergency Management of Suicidal Persons**” and “**Information, Referral and Assessment**” issued by Helping Hands Hawaii (formerly Volunteer, Information, and Referral Service).

Speaking Engagements and Presentations

Speaker in PBS documentary, 2005, “**Recovered Dignity**”, fund raising for the National Consumer Memorial, St. Elizabeth’s Hospital, Washington, D.C., an excerpted speech given at the Georgia Network of Mental Health Consumers’ Annual Conference at Epworth-By-The-Sea, St. Simon’s Island, Georgia. Including the above, have made approximately 200 educational presentations in the state of Hawaii and in the continental USA, in a variety of settings, including panel discussions, solo presentations, including 3 eulogies. An experienced public speaker.

Awards and Recognition

2017. Hawaii State House of Representatives, Certificate of Commendation.

2017. City Council, City and County of Honolulu, Certificate of Commendation.

2017. Mental Health America of Hawaii Mahalo Awards, Outstanding Government Official and Outstanding Adult Consumer Advocate.

2017. Senator Brian Schatz, Certificate of Commendation.

1991. Mental Health America of Hawaii (formerly Mental Health Association in Hawaii) Community Service Award.

1991. Listee*, Marquis Who's Who Among Human Service Professionals, 3rd Edition

1998. Daniel K. Inouye Award for Outstanding Service in Psychology and Mental Health, Hawaii Psychological Association.

1999. Honolulu City Council, Certificate of Commendation, Waikiki Friendly Neighbors Program

1999. **White House Conference on Mental Health**, Washington, D.C.

2002-Present. Listee, Marquis Who's Who Online.

2004-2005, 2006-2007, 2007-2008. Listee, Marquis Who's Who In American Education, 6th, 7th, 8th Editions.

2009-2010. Listee, Marquis Who's Who In Finance and Business, 37th Edition.

2002, 2003, 2004, 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016. Listee, Marquis **Who's Who In America**, 56th, 57th, 58th, 60th, 61st, 62nd, 63rd, 64th, 65th, 66th, 67th, 68th, 69th, 70th Editions.

2006. Marquis Who's Who in America, 60th Edition, Certificate of Recognition.

2007, 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016. Listee, Marquis Who's Who In The World, 24th, 26th, 27th, 28th, 29th, 30th, 31st, 32nd, 33rd Editions.

2009. Marquis **Who's Who In The World**, 26th Edition, Certificate of Recognition.

2008. Nominee for Spirit Award, ADS Center, SAMHSA

2004-2006. Fellow, American College of Mental Health Administration (ACMHA).

2006, 2007, 2013. NAMI Oahu Certificates of Recognition, Honolulu, Hawaii.

2009. Certificate of Appreciation, State of Hawaii, Department of Health, Mental Health Transformation State Incentive Grant (MHT SIG).

2011. Certificate of Appreciation, NAMI National Organization, “for loyal service to the Diversity and Inclusion Work Group of the NAMI Board of Directors”.

2011. Certificate of Appreciation, NAMI Hawaii, volunteer service.

2011. Certificate of Recognition, NAMI Walk, Team Captain, NAMI Hawaii Walk

2015. Certificate of Recognition, NAMI Hawaii, “for building acceptance and understanding of mental illness in our community.”

Publication

2006. Contributor, Building a Foundation for Recovery: A Community Education Guide on Establishing Medicaid-Funded Peer Support Services and a Trained Peer Workforce

Education

■ Annandale High School, Annandale, Virginia

■ University of Maryland, Munich Branch, Munich, Germany (junior college)

■ Dickinson College, Carlisle, Pennsylvania, University of Maryland, College Park, Maryland.

■ Present. Many in-service trainings and mental health educational meetings and conferences.

■ B.A. in Geography, University of Hawaii at Manoa. 3.81 GPA.

■ Graduate teaching assistant, Geography Department, College of Arts and Sciences, University of Hawaii at Manoa

* “Listee” signifies acknowledgement with name and short biography.

References available upon request