

Maureen L Bates

WORK EXPERIENCE

Vocational Rehabilitation Administrator, Department of Human Services, Hawaii, January 2018-Present.

Senior Proposal Writer, Child and Family Service, May 2016-December 2017. Responsibilities include research, analyze, interview staff and community partners, draft written templates, edit final drafts, and collaborate with non-profit management staff statewide to prepare proposal response for federal, State, county, and private funding of social services in excess of \$22 million per annum.

Program Specialist, *Hawaii Health Connector, Hi'i Ola Program*, March 2014-May 2016. Responsible for training, contract quality assurance, and planning with non-profit organizations on O'ahu, assisting residents and small businesses to access affordable health coverage online. Monitor community outreach plans and progress weekly, troubleshoot systems challenges and provide updates for quality of education/customer service in the community to enhance health literacy with respect to individuals and employers purchasing health insurance online. Identify markets and develop communication strategies to recruit identified customers to access online portal services. Certified Kokua for Hawaii Health Connector, October 2013.

Field Interviewer, *Westat, Inc., NIH and FDA PATH Research*, June 2015-Present. Responsibilities include administering surveys with study participants on Oahu, including adults and youth, in person, by phone, and by mail, monitoring changes in smoking habits. *Abt SRBI, Home Family Project, HUD Research*, May 2014-January 2015. Responsibilities include administering surveys with homeless study participants on Oahu including adults and children, in person, by phone, and by mail, monitoring changes in housing circumstances monthly.

Assistant Director, *Honolulu Community Action Program Head Start, Honolulu, HI* November 2011-March 2014. Responsible for reviewing, analyzing, and guiding manpower utilization, workflow, and operational procedures to increase efficiency, productivity and make overall improvements to the Head Start program services utilizing strategic planning groups within the organization, and among community partners. Developed and implemented right-sizing plans in collaboration with management to ensure sustainable budgets under planned federal funding reductions. Coordinated information technology use and policies, database utilization and analysis, and provided training recommendations among identified staff compiling required information for funder. Oversaw facility maintenance and work order processing. Developed job descriptions and evaluations of health care staff working in the Comprehensive Health Services Division. Screened and interviewed potential job applicants for final approval by Director. Managed Head Start administrative services budget. Reviewed space utilization and made recommendations to incorporate organizational mission for ready and healthy access to educational resources. Scheduled weekly progress review meetings, planned agendas, prepared reports, analyzed data, and approved collaborative recommendations on deficiencies to fulfill federally contracted services. Coordinated and approved the initiation and processing of purchase orders, supply sources, work orders and maintenance and renovation requests. Assisted with maintaining regular media exposure among community partnerships to promote publicity about the HCAP Head Start program. Developed and maintained operational procedures, identified with staff corresponding annual departmental goals and objectives, with regular monthly review of progress. Supervised support staff and contractors in IT/MIS, Facilities, Comprehensive Services, and Technical/Training Assistance divisions. Prepared annual performance evaluations and conducted semi-annual reviews. Grant writer for comprehensive services, health literacy program supports, and parent employment/entrepreneurship training. Prepared RFP for meal services vendor solicitation under USDA Sponsorship, coordinating selection, and monitoring of approved vendors. Completed 3-year national Head Start accreditation review for 5-year grant renewal qualification, December 2013.

HUD VASH Program Coordinator, *Department of Veterans Affairs, Mental Health Services Section, Honolulu, HI*, January 2004 – October 2011. Coordinated permanent housing for homeless veterans with Department of Housing and Urban Development, Hawaii Public Housing Authority, and private landlords using Section 8 CHOICE vouchers, based on veterans preferred rental location. Provided intensive case management support to veterans to sustain permanent housing and development of independent living skills. Developed budget plans and monitored monthly expenditures to enhance savings for security deposit requirements and household emergencies. Coordinated with community service providers for veterans to obtain assistance with security deposits when available, furniture donations, and child care supports. Worked with veterans to develop employability skills, assisting with their preparation of school applications, and accessing continuing education funding with tutoring supports for identified post-secondary educational goals. Assisted veterans with job search, and job applications. Assisted veterans with applications for public assistance and/or benefits when applicable. Assisted veterans with resolving legal barriers associated with job retention and sustaining independent living. Hired and trained team of licensed Social Workers providing intensive case management services throughout the Hawaiian islands. Networked with and built relations with community agencies for supportive services. Prepared national reports monthly, with weekly reviews tracking performance measures. Provided vocational and mental health counseling to enhance employability of veterans and their

Maureen L. Bates

Recruitment # 217515 Vocational Rehabilitation Administrator

family members. Developed policies and procedures for program service implementation in accordance with federal regulations. Prepared proposals for VA Central national office to reallocate funds for veteran education, training, and certification as Peer Specialists. Facilitated training and focus groups with veterans and community partners to enhance program services and fulfillment of national goal to end homelessness among veterans.

Administrative Officer for Assistant Director of VA PIHCS, Prepared management briefings, monthly reports and correspondence for executive leadership. Researched and analyzed performance goals and monthly measurements, presenting findings to executive leadership. Wrote policies and procedures. Facilitated staff training programs to enhance administrative services. Monitored expenditures and revenues against monthly targets, identifying deviations for management review. Developed support services for effective implementation of health care services provided for over 20,000 veterans per annum, by more than 500 staff. Monitored data analysis reports on workload, identifying opportunities to improve data entry for enhanced budget allocations nationally. Reviewed VHA Support Service Center (VSSC) statistical data reports against performance measures for quality of care. Assisted supervisors in reporting requirements to VISN21/Northern California. Participated in long-term planning to expand services in the Pacific Rim to eligible veterans with diverse health care and supportive service needs.

Vocational Rehabilitation Specialist, Mental Health Services, VA PIHCS (federal vocational rehabilitation program services), Assisting clients to obtain permanent housing, gainful employment, and develop independent living skills. **Vocational Rehabilitation Specialist, Mental Health Services, Compensated Work Therapy (CWT) Program Coordinator**, assisting veterans with physical limitations and mental health diagnoses with job readiness, job placement, and job retention within VA regulations and policies. 100% of assigned client caseload had identified disabilities to access CWT Program supports. The most common diagnosis of clients served was depression, bi-polar, or schizophrenia. 25% of the clients with mental health diagnosis also had physical disabilities including blindness, hearing loss/deafness, or cognitive disabilities (autism or TBI). Conducted interviews with patients, provided vocational assessments, individual counseling using motivational interviewing and cognitive behavioral therapy techniques to resolve barriers for independent living, and provided case management services. Conducted vocational assessments with veterans accessing mental health care and work therapy program services. Compiled and maintained shared database of community resources with veterans and staff to assist veterans with accessing services on Oahu in support of veterans' goals to attain self-sufficiency. Collaborated with non-profits on federal set-aside NISH contracts for job development opportunities. Provided computer training and online job search, resume, and interviewing workshops for veterans to obtain employment. Provided individual and group counseling to motivate clients to address other problem areas to prevent further disruptions in the development of their careers. Developed marketing materials to present "temporary employment" services to employers utilizing the VA's work therapy program services for veterans to gain on-site work experience. Met with community service organizations and employers to facilitate networking opportunities for veterans to obtain housing, training, and employment in the community. Developed work contracts with employers and non-profit organizations for veteran internships to transition back to work after extended periods of unemployment. Processed veteran's payroll records bi-weekly for incentive therapy program services. Hired and trained staff with clients weekly for the Supported Employment Program, assisting with development and implementation of services in the community. Regularly reviewed CWT Program staff work and identified strategies and interventions to resolve challenges. Prepared performance evaluations. Trained replacement staff on coordination of CWT services, data tracking, and reporting systems in accordance with CWT national guidelines and PIHCS fiscal and data management systems. Worked with state and federal agencies on collaborations for support services to enhance veterans' job placement and retention services through CWT program services at VA PIHCS.

Self Employed Sole Proprietor, *SafeSmiles.US*, Kaneohe, HI 6/2009-Present. Small internet business owner of customized medical masks for health care, safety, educational, tourism and sports industries. Work with identified industry leaders to market masks, prepare customized orders. Maintain inventory, prepare mask art, package, and ship orders. Develop production procedures for product cost and efficiency, and mask marketing.

Co-Owner, Home Anchorage, Kaneohe, HI 3/2001-Present. Oahu residential rental property management services.

Contract Specialist, *Hawaii Department of Education, Office of Business Services, Windward District Office, Kaneohe, HI, December 2002 – December 2003*. Contract Specialist responsible for procurement of and administration of Felix Special Education contracts. Evaluated and selected providers responding to RFP for services. Regularly monitored requests for services with awardees, processed invoices, and audited contract outcomes. Evaluated pricing data elements to determine reasonableness; terminated contracts; planned and conducted functional technical activities for projects/services; identified and resolved conventional problems requiring deviations from accepted policies or instructions; adapted existing plans and techniques to accomplish complex individualized services; recommended improvements to the design or operation of systems, equipment, or processes; worked with teachers, parents, school administrators, and community providers to fulfill identified outcomes; used varied approaches to resolve or collaborate on

Maureen L. Bates

Recruitment # 217515 Vocational Rehabilitation Administrator

project/program issues; facilitated cooperative interactions with others; guided/supported others in executing team assignments; initiated meetings and interactions with customers; communicated team or group tasking results. Prepared analytical reports for development of auditing strategies. Trained school personnel on contract utilization.

Vice President, Human Services, Goodwill Industries of Hawaii, Inc., Honolulu, HI, January 1999 – October 2002. Vice President, Human Services, responsible for planning, grant writing, budgeting, directing and coordinating employment and training programs for over 5,000 consumers (75% with physical and/or mental health diagnoses) per annum in collaboration with 100 staff, partnerships with non-profit agencies, and employers. Managed departmental grant writing and annual budgets in excess of \$7 million. Coordinated development and online sharing of community resources for low-income adults and youth to enhance accessibility for skills development. Conducted individual and group intake evaluations of clients with disabilities alongside staff for training purposes and quality assurance. Provided counseling to motivate clients to address other problem areas to prevent further disruptions in progress of individual career development. Developed and produced a wide variety of marketing and advertising products and services to support the established marketing and media plans for fund raising and networking. Maintained general knowledge of Federal wage and hour labor laws, industrial occupations, wage scales, employment practices, and salary and wage administration practices, conducting time studies associated with fulfillment work for individuals with disabilities to receive fair market compensation. Oversaw annual renewal of wage scales for Goodwill Industries of Hawaii employees and interns. Recruited, hired and trained supervisory staff to implement state and federal contract awards associated with employing adults with disabilities, economic barriers, and/or education barriers into local workforce. Collaborated with department leaders to plan and implement quality assurance standards and procedures for successful CARF accreditation review of rehabilitation services in the community. My supervisor, Laura (Robertson) Smith was the CEO of the organization and her role provided oversight for the workforce development services, retail business, donations, fund raising, board management, federal NISH contracts, and government policy and regulations testimony.

Director of Sail Training Programs, Mission Bay Yacht Club, San Diego, CA, February 1998 – October 1998. Supervised student training and staff for community recreational program for 75 children per annum. Hired and managed 5 seasonal employees, wrote curricula, organized special events, assisted with fund-raising activities, and taught students to sail.

Director of Sail Training Programs, The San Francisco Yacht Club, Belvedere, CA, February 1995 – December 1997. Responsible for supervision of community recreational program of more than 500 children and adults per annum. Hired, trained, and managed 30 seasonal employees. Managed \$260,000 annual operating budget. Developed educational programs with community colleges and public schools. Developed marketing materials and composed press releases. Taught sailing.

Director, Employment Programs, Community Association for Rehabilitation, Palo Alto, CA, March 1993 – February 1995. Responsible for employment training program for 75 adults with developmental disabilities. Managed and trained 120 employees, negotiated and obtained fulfillment contracts with Bay-area businesses, and oversaw quality assurance program. Managed contract with Department of Corrections for labor support.

Bookkeeper and Administrative Assistant, Stanford University, Palo Alto, CA, August 1992 – March 1993. Bookkeeper for federal AIDS Research Grants at Stanford Hospital.

Assistant Director, Columbia University, Teachers College, New York, NY, December 1990 – July 1992. Assistant Director for private school fellowship program at the Klingenstein Institute. Grant administrator, recruiter, trainer, office manager. Planned, implemented, and evaluated adult education programs for summer institute training of 200 private school teachers participating in graduate studies at Teachers College. Recruited year-long fellows from private schools for graduate studies in education.

EDUCATION

- *Chaminade University, March 2013, Early Childhood Education 9 Credits continuing education studies; GPA 4.0*
- *Boston University, April 2007, Certificate in Psychiatric Vocational Rehabilitation, 7 Credits*
- *Utah State University, Summer 2000 and Fall 2000, 15 Graduate Credits On-Line/Distance learning in Introduction to Rehabilitation Research/Statistics and Introduction to Rehabilitation Counseling, GPA 3.1*
- *University of Hawaii, Manoa, Spring, Summer, Fall 2000, Post-Baccalaureate 9 Credits, Courses: Vocational Evaluation and Assessment in Rehabilitation, Career Development and Vocational Counseling, and Counseling: Theory and Practice; GPA 4.0*
- *University of Hawaii, Outreach College, April 2002, Certificate in The Art of Leadership, 48 hours*
- *San Diego State University, Summer 2001, 3 Credits On-Line/Distance Course: Medical and Psychological Aspects of Disabilities; GPA 4.0*

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Recruitment # 217515 Vocational Rehabilitation Administrator

- *M.A., Columbia University, Teachers College, New York, NY, 1992, M.A. Philosophy & Education; GPA 3.0, 36 Credits*
- *B.A., Miami University, Oxford, OH, B.A. English and Political Science; GPA 2.33; 136 Credit Hours*

ADDITIONAL INFORMATION

- Certified Rehabilitation Counselor 2017-2022, , Supervised Internship 1999-2000 with Carol Forsloff, Honolulu, HI, , and HI Licensed Mental Health Counselor 2014-2017,
- HAM Radio Licensed Operator 2010
- Fluency (Oral/Written) in Swedish and Spanish
- Volunteer Grant Writer United Japanese Society of Hawaii 2015-2016