

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 Oahu Transit Services
Honolulu, HI 96819
Job Title: Vice President of Paratransit Services
Job Duties: Responsible for the administration and management of the Paratransit Services Department within Oahu Transit Services, a contract provider of public transit to the City and County of Honolulu. Supervised a department of 400 employees including van operator, reservation, scheduling, dispatching and customer resolutions. Provided testimony and policy recommendations to the City Council and Legislature on matters of public transit and ADA regulations.
- 2007-2015 State of Hawaii, Department of Health
Disability and Communication Access Board
919 Ala Moana Blvd. Room 101
Honolulu, HI 96814
Job Title: Program and Policy Development Supervisor
Job Duties: 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 Abilities Unlimited, aka Winners at Work
414 Kuwili St. Suite 103
Honolulu, HI 96817
Job Title: Vice President and Director of Program Services
Job Duties: 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 INTRACORP
1441 Kapiolani Blvd., Suite 1920
Honolulu, HI 96814

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.

1989.1990 University Affiliated Programs
Research Center of the University of Hawaii

Job Title: Instructor

Job Duties: 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.

1989.1991 Honolulu Community College
Honolulu, HI

Job Title: Lecturer

Job Duties: Provide instruction for credit of community college students
pursuing a career in human services.

1984.1989 Association for Retarded Citizens of Hawaii
3989 Diamond Head Road
Honolulu, HI

Job Title: Director of Residential Services

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 Private Consultant
1) Molokai General Hospital-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) Collaborative Seven-Consultant to architects developing plans for a special education school in Windward Oahu.
3) Waimano Training School and Hospital-Evaluated clients at the Auxiliary for community work placement.

1980-1983 Autistic Vocational Education Center
708 Palekua St.
Honolulu, HI
Job Titles: Director of Program/Prevocational Instructor/Lead Teacher
Job Duties: Maintained supervision of all staff and students. Developed and implemented program goals. Sought continuation funds from state, federal and private foundations

EDUCATION: University of Hawaii Honolulu, HI
College of Education
Career and Rehabilitation Counseling
Masters Program

Whittier College Whittier, CA
California State General Education
Teaching Credential

Whittier College Whittier, CA
Bachelor of Arts

St. Andrew's Priory School Honolulu, HI
High School diploma

PERSONAL INTERESTS: Hawaiiana, reading, needlework

ACTIVITIES AND ORGANIZATIONS:

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 2012-2020

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
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