

Kevin John Bardsley-Marcial, MAED

GOV. MSG. NO. 607

Management professional with extensive experience in supervision, project management, community liaising, staff training and service design, providing school, home, and community-based services. A strong team member and certified trainer in diverse intervention techniques, combining exceptional communication and organizational skills with a demonstrated ability to ensure the delivery of quality services to clients.

SKILLS

Problem-Solving | Teamwork | Data Analysis | Project Management | Leadership | Persistence

PROFESSIONAL EXPERIENCE

Goodwill Industries of Hawai'i, Honolulu, HI

10/2020 - Present

A non-profit organization dedicated to serve the needs of individuals with intellectual and developmental disabilities in either our Ho'olana Program (Adult-Day Health), which is located on Oahu and Hilo or Long-Term Adults Supports and Resources (LASR), which is a state-wide program. The Ho'olana Program provides services to Medicaid Waiver eligible individuals began in 1997. The LASR Program provides services to Non-Medicaid Waiver eligible individuals began in 2001. These programs are based on a person-centered approach to help the individual set their own goals based on what they want to learn and how they want to succeed in life. This includes activities based on self-care; activities of daily living, community integration, volunteering and self-advocacy. Services are provided in a variety of settings, such as training rooms, community-based, home, individual, group or telehealth. Supervised over 60 direct staff and ten administrative staff that provides services to nearly 280 participants across the state of Hawai'i.

Director of Intellectual Disability Services

A member of the Goodwill senior management team, reported directly to the Vice-President of Mission Services. Responsible for operations, implementation, and development of both our disability services programs, which were Ho'olana (Medicaid) and LASR (Non-Medicaid). Provide feedback on programmatic strategic initiatives, quality improvement, service delivery, and social advocacy and policy efforts for our disability service programs to adhere to the Mission Services. This includes also maintaining relationships with other provider agencies, stakeholders, funding sources and related service organizations in the community.

- Temporarily filled in as the LASR Program Coordinator from October 2020 to March 2021. Facilitated and processed an external hire for a LASR Program Coordinator as of February 2021.
- Facilitated and coordinated with other departments (e.g., Retail, Maintenance, IT, Mission Service Programs) within Goodwill to move operations of the LASR program from the previous location in Kuwili to current location in Beretania in November 2020 and our Ho'olana Program (Honolulu Site) from Mapunapuna to Beretania in September 2021.
- Coordinated and collaborated with other provider agencies that serve participants in paid services under our LASR Program, which included: BAYADA Home Care, Easter Seals Hawai'i, The ARC of Hilo, The ARC of Hawai'i, Bright Beginnings Kahala, Kama'aina Health Care Services, Mastercare Inc., Special Education Center of Hawai'i, Responsive Caregivers of Hawai'i etc...
- Coordinated and developed operational policies and procedures for our services within both our Ho'olana Program and LASR Program for our re-opening guidelines based on State of Hawai'i – Developmental Disabilities Division COVID-19 Provider Preparedness for Day Services Checklist.
- Developed and trained staff and participants on new and updated operational policies and procedures for COVID-19 for our reopening of our Ho'olana Program in November 2020 and LASR Program in December 2020.
- Worked with the two Program Coordinators in the Ho'olana Program to implement services in either a 1:1 setting or a 4:1 setting for reopening our day programs to adhere to current safety guidelines based on both state and county protocols per COVID-19. This included a modified re-opening and only having a proportion of our participants returning to program, which was based on each of their Individual Service Plan Circle of Supports team's decision. Worked with our Program Coordinator to organize 4:1 group for our Van Pool portion of our Day Program on Oahu.
- Promoted internal staff to critical positions based off need within the program, such as: Service Coordinator (Ho'olana), Community Support Specialist (LASR) and Administrative Assistant (LASR).

Balanced ABA, Honolulu, HI

6/2020 – Present

A locally owned organization that believes in both individualized and integrated care based on the science and principles of Applied Behavior Analysis across the island of O'ahu. The clinical experts are dedicated to help support individuals who need these services to develop the skills related to behavior, social, communicative, and adaptive functioning in the home and/or community setting. The philosophy and approach of being balanced is related to all aspects of operations within the organization from staff, clients, and their families.

Consultant

Collaborated with the Founder and Chief Executive Officer to review administrative and clinical documentation for the organization. This included developing policies, procedures, protocols, and forms for the organization to be able to provide Applied Behavior Analysis services to individuals diagnosed with Autism.

- Reviewed and recommended specific areas to include within the Employee Handbook developed from Simplicity^{HR} by ALTRES for the organization, such as: Personal Time Off Hours Accumulation, Employee Counseling, Holidays, benefits, and emergency plans.
- Developed various protocols, procedures, policies, and forms that cover both administrative and clinical aspects for the organization, such as: Informed Consent, Session Notes, Transportation, Water-Related Activities, Crisis Prevention Training.
- Trained five employees in Safety-CareTM, which is a Crisis Prevention program to help staff prevent behavior challenges, manage them (if necessary) and also learn numerous behavior change strategies, such as: Differential Reinforcement, Behavior Momentum, Shaping etc.

Full Life, Kona, HI

7/2020 – 9/2020

A non-profit organization dedicated to serve the needs of individuals with developmental disabilities to empower them to assert their fundamental human right to authority over their lives in either the Home, Community, Adult Day Health Center and through Supported Employment. This includes being a support provider with two offices, an Adult Day Health Learning Center and over 100 staff who are committed to empowering individuals to live a self-determined life on Hawai'i Island.

Consultant

Collaborated with the Executive Director and Executive Assistant – Safety Manager to develop policies, procedures, protocols, training, and forms for operations based on the State of Hawai'i – Developmental Disabilities Division COVID-19 Provider Preparedness for Day Services Checklist.

- Developed operational policies and procedures per COVID-19 for the following services from Personal Assistant/Habilitation, Employment, Community Learning Services and Adult Day Health for the health and safety of staff and participants.
- Developed operational guidelines for transportation, trauma-informed care, social distancing for staff and participants to follow while providing services to participants during COVID-19.
- Developed procedures to follow based off recommendations from both the Centers for Disease Control and Prevention and Environmental Protection Agency, such as Hand Hygiene, Social Distancing, wearing Personal Protective Equipment, disinfecting furniture and vehicle, symptoms checklist for COVID-19 etc.
- Developed and trained staff and some participants on these new and updated operational policies and procedures for COVID-19.
- Developed an organizational packet to submit to the State of Hawai'i Developmental Disabilities Division based on the COVID-19 Provider Preparedness for Day Services Checklist.

BAYADA Home Care, Honolulu, HI

3/2008 – 5/2020

A non-profit organization dedicated to serve the needs of the individuals in a variety of settings across Hawai'i. This includes serving over 1,500 individuals with about 750 field staff and 75 clinical supervisors. The necessary services provided by BAYADA include behavioral health (school-based, Applied Behavior Analysis, Early Intervention), assistive care (personal and home support) and Intellectual/Developmental Disabilities in the home and community-based setting.

Community Liaison and Project Manager (1/2019 – 5/2020)

Collaborated with the Executive Director, non-profit board members and area directors on projects, such as charity care development, grant submissions, developing a recruiting tracking and on-boarding system and

support for service offices in their internal quality assurance surveys and plans for performance improvement.

- Addressed legislative and advocacy issues in relation to organization's services, such as providing feedback and input to revisions for the Medicaid Waiver Manual to ensure services for those with intellectual/developmental disabilities, Applied Behavior Analysis services are implemented as medically needs services for students in the school system etc.
- Managed community engagement strategy for four specialty practices, which were Assistive Care, Educational Services, Applied Behavioral Analysis, and Intellectual/Developmental Disabilities.
- Assisted local leadership on initiatives, such as developing a tracking and analysis system for recruiters to track new field staff to the organization, provided on-going training and monitoring support for offices that need to improve their quality assurance systems and processes, initiate training academies to help the four specialties with employee professional development, and Home Care Licensure for the Assistive Care offices.
- Served as member of Behavioral Health and Intellectual/Developmental Disabilities Practice Committees since March 2015.

Quality Assurance - Performance Improvement Manager (2/2013 – 12/2018)

Functioned as administrative, policies/procedures, and auditing specialist, responsible for human resource record keeping for over 1,500 clients' and employees across Hawai'i.

- Directed training development and review for Intellectual/Developmental Disabilities Services for the 1:1 field staff and service supervisors.
- Developed policies, procedures and external stakeholder surveys for services provided to clients who received either Intellectual/Developmental Disabilities, Applied Behavior Analysis, Department of Education and Early Intervention.
- Coordinated standards and compliance implementation based of both quarterly internal and annual external surveys, which resulted in our consistent improvement as a provider of quality services in both Department of Education and Developmental Disabilities Division.
- Served as Quality Assurance Evaluator to review employee and client charts and developed internal monitoring tools for services that included: Intellectual/Developmental Disabilities, Applied Behavior Analysis, Department of Education and Early Intervention.
- Organized and participated in annual community services events, such as: Best Buddies Friendship Walk, Autism Society of Hawai'i Walk, Hawai'i Children and Youth Day, Alzheimer's Walk, Special Parent Information Network Resource Fair, Leadership in Disabilities and Achievement of Hawaii Traveling Mini-Conference etc.
- Served as Compliance and Certification Monitor to maintain both CARF accreditation and adhere to contract standards for our contracts with health plans, Department of Education and Developmental Disabilities Division.
- Coordinated and facilitated annual clinical leadership meetings for our Habilitation Clinical Managers and Habilitation Managers across Hawai'i in 2016, 2017, 2018 and 2019.

Non-Violent Crisis Prevention Instructor (10/2008 – 5/2020)

Trained over 1,500 employees in Non-Violent Crisis Intervention techniques who worked with individuals diagnosed with special needs. Conducted initial training and annual training requirements for field staff and clinicians as per contract requirements across Hawai'i.

- Crisis Prevention Institute, Inc
 - Certified Instructor from 2008 to 2016
- QBS, Inc. (Safety-Care™)
 - Certified Instructor as of 2017 to Present

Behavioral Instructional Support Services (3/2008 – 2/2016)

Led and directed 25 paraprofessionals to provide one-on-one instruction to students diagnosed with special needs at public schools, private schools, and community settings.

- Reviewed, aggregated, and analyzed weekly data collected from the paraprofessionals to submit monthly reports to the student's assigned care coordinator and school's student service coordinator.
- Developed and evaluated a monthly service plan for each student based on their Individualized Education

Program.

- Provided parent education services to assist families in understanding the special needs of children.
- Collaborated with 100 Department of Education personnel and family members to discuss students' strengths and needs.

Service Supervisor (4/2008 – 2/2013)

Supervised 40 Personal Assistance/Habilitation (PAB) personnel working with special needs adults and children.

- Collaborated with 25 Behavioral Specialists, Case Managers with the Developmental Disabilities Division, parents, and group home coordinator in implementation of clients' Individualized Service Plans (ISP).
- As Individual Plan developer, defined goals, objectives, and interventions for the PAB personnel.
- Reviewed, aggregated, and analyzed all data collected from the PABs to submit quarterly reports to the client's assigned case manager.
- Developed and evaluated individualized plans based off interventions and strategies to review ongoing with the client's ISP team members.
- Facilitated and supervised monthly group meetings for 20 to 25 Paraprofessional staff.
- Collaborated with other supervisors to facilitate monthly new hire orientation trainings for 5 to 10 Paraprofessional staff.
- Conducted quarterly internal audits of both employee and client charts per contracts with both the Department of Education and Developmental Disabilities Division across Hawai'i.

Earlier experience includes work as a Therapeutic Aide, Paraprofessional and Recreation Aide.

EDUCATION

M.A., Education – Special Education, University of Phoenix, Honolulu, HI

B.A., Political Science and Psychology, University of Hawai'i at Manoa, Honolulu, HI

CERTIFICATIONS/LICENSES

Special Education – Mild/Moderate K-12 (Provisional) - Hawai'i Teacher Standards Board

First Aid/CPR/AED Instructor – American Red Cross

Behavioral Safety Certified Trainer – QBS, Inc.

Work Incentive Practitioner – Cornell University – Institute on Employment and Disability

Organizational Behavior Management – Florida Institute of Technology

AFFILIATIONS

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| O'ahu Board Member, Hawai'i Best Buddies Advisory Board | 9/19 – Present |
| Chair of Hawai'i Best Buddies Advisory Board (1/21 – Present) | |
| State of Hawai'i Developmental Disabilities Council | 7/17 - Present |
| Non-Profit Agency Representative Member | |
| Co-Chair of Transportation and Employment Committee | |
| Former Vice-Chair of Developmental Disabilities Council (3/19 – 6/20) | |
| West Honolulu Children's Community Council (CCC) Member | 1/17 - Present |
| Professional Co-Chair of West Honolulu CCC (11/19 – Present) | |
| PlayBuilders of Hawai'i Theater Company (3/19 – 3/21) | |
| Former Interim Vice-President (11/20 – 3/21) | |
| Former Board of Directors | |

Hawai'i Waiver Providers Association (7/2018 – 6/2020)

Former Vice-President of Hawai'i Waiver Provider Association (9/19 – 6/20)

Former Board of Directors – At Large Member