

Richard Steven Velasquez

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**Work Experience:**

**Adventist Health Castle Medical Center**

640 Ulukahiki Street

Kailua HI 96734

**Medical Social Worker (10/2/19 to 07/01/2023)**

Responsible for discharge planning including working with social work issues experienced by patients including patients who were experiencing being houseless, substance abuse and mental illness, family discord, financial hardships and lack of resources. Made nursing home and care home placements, worked with Hospice and Palliative care patients, worked with Geriatric, Adult, Child and Adolescent Patients from throughout the community, including patients from other islands, the mainland and other countries.

This was a temporary job and I worked on a per diem basis. I took this job immediately following my retirement from the VA.

**Department of Veterans Affairs**

459 Patterson Road

VA Pacific Islands Health Care System (*VA PIHCS*)

Honolulu, HI 96819 United States

**Lead Patient Advocate 04/2019- 09/2019**

Provided direct service to veteran patients and their families to resolve complaints and concerns, as well as coordinated efforts of a team of patient advocates who worked to handle communications in person, via email and telephone calls. Retired from VA 09/30/2019.

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**VAPIHCS-**

**Call Center Manager 03/2012-04/2019**

**Duties, Accomplishments and Related Skills:**

Established and managed the first VAPacific Islands Health Care System Contact Center, covering the entire Pacific region from Saipan, American Samoa and Guam to all the Hawaiian Islands. Developed and coordinated a multi-disciplinary team including nurses, nurse practitioners, pharmacists, pharmacy technicians, telephone operators, medical support assistants, social worker/patient advocate, and veterans' benefits counselors to provide services to veterans. Our mission was to increase access and timely responses to our veteran beneficiaries, provide a one-stop shop for handling questions and requests while insuring a high level of excellent customer service. I was responsible for budgeting, space, administration, human resource management and logistics.

In addition, as a Licensed Clinical Social Worker, I was the individual responsible for case management issues for unassigned and unregistered veterans and family members, working with patients on medical care and mental health issues. I participated in Veterans Integrated Service Network (Regional) committees and work groups. I was the main liaison for management of our facility. In addition to these formal duties, I continued to perform collateral duties for our facility including the Diversity Council, Customer Satisfaction Committee, Quality Assurance Committee and special Task Force Work Groups.

**Supervisor:** Doris Yanas-House [REDACTED]  
**Okay to contact this Supervisor:** Yes

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#### **VA PIHCS**

Office of Associate Chief of Staff  
Geriatrics and Extended Care  
10/2011 - 03/2012  
[REDACTED]

#### **Administrative Program Specialist**

##### **Duties, Accomplishments and Related Skills:**

I was detailed to the Associate Chief of Staff for Geriatric and Extended Care on a short-term basis with special projects at our Center for Aging and Community Living Center. This involved an overarching quality review of areas including safety and management of Disturbed Behavior, Dietetics and Meals, Contracting, Service level Policies and Special Projects

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#### **VAPIHCS**

Office of the Director – VAPIHCS-04/2010 - 10/2011  
National Veterans Golden Age Games Local Director  
[REDACTED]

#### **Program Specialist**

##### **Duties, Accomplishments and Related Skills:**

Managed and Directed the 50th National Veterans Golden Age Games- a VACO Special Program. This was the first and only time held in Hawaii, we were the smallest station to host and had the largest contingent of veterans to participate. It was a high profile, politically sensitive program that involved national, state and local officials. The approximately 1000 veteran participants gave us very high marks in terms of satisfaction.  
Supervisor Kalautie Jangdhari, Director, VAMedical Center Miami Florida

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#### **VAPIHCS 01/1999 - 04/2010**

Homeless Veterans Program

#### **Homeless Program Coordinator**

##### **Duties, Accomplishments and Related Skills:**

Directs, manages and coordinates all aspects of the Homeless Veterans Program in Hawaii and Guam. The Program went from 0 dollars and no staff to a fully functioning program with

VAFTTE and affiliates (Ameri-corps) and Social Work students. In addition, the program was funded at over \$3,000,000 annually. Now program includes Grant and Per Diem, HUD VA Supported Housing, Health Care for Homeless Veterans program, Supported Independent Living Program, Peer Specialist Services, Homeless Dental Initiative, Veterans Benefits Homeless Contact Representative, Community CHALENG Meetings, Homeless Veterans Stand-Downs, Contract Residential Treatment and Emergency Housing programs and outreach/supportive services. Developed policies and procedures in accordance with VA directives and guidelines.

In addition to managing the program, I provided direct services to patients including psychotherapy, benefits counseling, case coordination and diagnosis. I arranged and provided training for staff from our partner community agencies and for MSW students.

**Supervisor:** Mike Imura, MD [REDACTED]

**Okay to contact this Supervisor:** Yes

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**VA-PIHCS**

05/1992 - 12/1998  
[REDACTED]

**Hours per week:** 40

**Administrative Officer for Research**

**Duties, Accomplishments and Related Skills:**

Administered medical research program including coordinating the Institutional Review Board (Human Studies Subcommittee) and Research & Development Committee. All phases of grants management and project coordination including establishing protocols and policy. I was instrumental in founding and operating a Non-Profit Corporation with IRS 501 (c)3 status to receive and administer research funds.

**Supervisor:** Web Ross, MD [REDACTED]

**Okay to contact this Supervisor:** Yes

During my time at this job I served as the Executive Director of the VA Research Corporation of the Pacific before it joined with Pacific Health Research & Education

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**VAMC American Lake**

Tacoma, WA United States

05/1988 - 05/1992  
[REDACTED]

**Hours per week:** 40

**Administrative Officer for Research (This is a federal job)**

**Duties, Accomplishments and Related Skills:**

Administered Research Program including all committees and non-profit corporation

**Supervisor:** George Merriam, MD.

**Okay to contact this Supervisor:** Yes

During my tenure at this facility I served as the Executive Director of the VA American Lake Research and Education Non-Profit Corporation

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**St. Peters Hospital** 01/1992-05/1992 (part time)

Olympia WA

**Emergency Room Social Worker**

Worked independently as the only psychiatric provider in the ER. Provided crisis intervention and some short term support. Primarily was responsible for doing psych evaluation and assessment/triage. Independently made determination on if a patient should be hospitalized and if determination was made that inpatient services were warranted, contacted on-call Psychiatrist for telephonic admission order to admit to inpatient psych unit.

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**VAMC Miami**

**VAMC West Haven CT**

**VAMC Atlanta (Decatur) GA**

05/1986 - 05/1988

**Administrative Officer Trainee**

**Duties, Accomplishments and Related Skills:**

Trained at 3 large medical school affiliated research programs  
VAMC Miami, VAMC West Haven CT, VAMC Atlanta in all aspects of program management including, Acquisition, Engineering and Facilities Management, Fiscal and Finance, Human Resources and personnel, scientific and regulatory oversight.

**Supervisor:** Gus Godoy

**Okay to contact this Supervisor:** Yes

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**VAMC Marion**

Marion, IN United States

12/1983 - 05/1986

**Hours per week:** 40

**Pay Plan:** GS **Grade:** 11

**Social Worker** (This is a federal job)

**Duties, Accomplishments and Related Skills:**

**Psychiatric Social Worker**, provided psychotherapy, case management, social work support and diagnosis and evaluation services to veteran patients. Worked with psychiatric patients from point admission on acute psychiatric locked unit, through treatment and also experienced in working on outpatient basis with patients in supported care settings. Participated in training new staff, peer review, mentoring students quality assurance rounds and ongoing performance improvement initiatives.

**Supervisor:** Pearlann Gould ACSW

**Okay to contact this Supervisor:** Yes

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**Internships :**

**Camden Borough Department of Social Services- January 1983 – May 1983**

**West Hampstead Branch**

**London England UK**

**Hours Per week: 32**

**Social Work Intern**

**Family Service Association September 1982 -December 1982**

**Indianapolis IN**

**Hours per week: 24**

**VAHospital Marion Indiana -September /1979 – December /1979**

**VANorthern Indiana, Marion Indiana**

**Hours per week: 40**

**Social Work practicum student**

**Duties, Accomplishments and Related Skills:**

social work intern, acute psychiatry, inpatient admission ward

**Supervisor:** Vince Kelly ACSW [REDACTED]

**Okay to contact this Supervisor: Yes**

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**Education:**

**Indiana University-Indianapolis(IUPUI) Indianapolis, IN**

**Master's Degree 05/1983**

**GPA: 3.7 of a maximum 4**

**Major:** Social Work **Minor:** Management **Honors:** Cum Laude

**Relevant Coursework, Licenses and Certifications:**

Licensed Clinical Social Worker

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**Instituto Tecnologico y Estudios Superiores Monterrey, Mexico**

**Some College Coursework Completed 08/1979**

**GPA: 4 of a maximum 4**

**Major:** Spanish

**Relevant Coursework, Licenses and Certifications:**

cultural and language immersion program- Spanish , Mexico

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**Ball State University Muncie, IN**

**Bachelor's Degree 06/1979**

**GPA:** 3.45 of a maximum 4

**Major:** Social Work

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<b>Language</b>	<b>Spoken</b>	<b>Written</b>	<b>Read</b>
English	Advanced	Advanced	Advanced
Spanish	Novice	Novice	Novice

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**References:**

<b>Name</b>	<b>Employer</b>	<b>Title</b>	<b>Phone</b>
Rosemarie Grigg, MA	WINGS Program for Young People with Autism	Psychologist/Consultant	[REDACTED]
Dean Yokotake	Kawaihao Church	Executive Director	[REDACTED]

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