



Currently the Vice President of Program Services and responsible for the overall professional operations and delivery of Medicaid Waiver Home & Community Based service provision at all of the Arc of Kona locations islandwide. I have strengths in problem solving, attention to detail, organization, time management, and effective oral and written communication skills. I strive to look at the bigger picture in all aspects of my job and continue to learn and improve every day. With four plus years of experience working in and leading teams, it has allowed me to effectively accomplish many tasks. I also continue to gain good interpersonal and executive team leadership skills through experience and education.

### **PROFESSIONAL EXPERIENCE**

#### ***Vice President of Program Services, Arc of Kona 2019 – Present***

As the Vice President of Program Services, I oversee all programs and services provided by the agency; identify emerging opportunities and strategic leverage points; evaluate the efficiency and effectiveness of programs to provide ongoing feedback; research, identify, and develop grant and contract funding sources to support existing and potential programs; raise the agency's profile through external communications; provide mentoring, guidance, supervision, and professional development to program leadership staff, and enhance the organization by staying abreast of developments in the field of disabilities. In addition, my responsibilities are to ensure agency compliance with internal and external funders, contracts, and accreditation requirements, and plays a key role in maintaining current and forging new relationships that build the agency's visibility, impact, human and financial resources.

#### ***Director of Program Services, Arc of Kona 2016 – 2019***

As the Director of Program Services, I provided leadership and supervision to the Program Services team, promoted inter-departmental collaboration, ensured agency compliance with internal and external requirements, and assisted with a diverse range of support, operational, and programmatic activities for the agency. During this time, I held a dual role as I was also a Service Supervisor for the North Hawai'i region (O'okala - Waimea). As a Service Supervisor I was responsible for hiring, supervising, and training Direct Support Workers in the field providing an array of services to individuals with various disabilities and their families.

#### ***North Hawai'i Education and Research Center 2014 – 2016***

During my time at North Hawai'i Education and Research Center I started off as a receptionist and cashier. I answered phones, cataloged artifacts, and assisted academic coordinators with office duties and community events. I was promoted to a proctor where I administered computer-based testing. I also helped with a scholarship program as a mentor and leader for incoming freshmen in college.

## **CERTIFICATIONS/TRAINING**

*American Red Cross Current*

Certified First Aid, CPR and AED for Adult, Child and Infant.

## **VOLUNTEER EXPERIENCE**

### **Community Service**

*Arc of Kona 2016 - Present*

*North Hawai'i Community Hospital 2015 - Present*

*Member of Waimea Civic Club 2012 - Present*

*Provided service to the community focused on children and families through the Toys for Tots Program in association with Hawaiian Electric Light Company 2004 - Present*

## **EDUCATION**

### **College**

*Argosy University*

Masters of Arts in Marriage and Family Therapy

*University of Hawai'i at Hilo*

Bachelors of Arts in Sociology with a Certificate in Educational Studies

*Honolulu Community College*

Associates of Science with a Certificate in Cosmetology

## **PERSONAL INTERESTS**

I enjoy giving back to the community, volunteering for children, the elderly, individuals with disabilities, and spending time with my family and friends. I also enjoy hiking, horseback riding, paddle boarding, and traveling.

## **PROFESSIONAL REFERENCES**

*Michele Ku* [REDACTED]

*Stacie Higgins* [REDACTED]

*Vicki Linter* [REDACTED]