

# GOV. MSG. NO. 758 Karen Glasser

## Passionate Changemaker

Accomplished non-profit professional who builds committed teams that drive exponential programmatic growth and who understands the need to focus efforts on corporate, government and community outreach and engagement to support and sustain our initiatives. Dedicated to diversity, equity and inclusion education and practices within the workplace and throughout our communities. Lead the creation and execution of innovative fundraisers that exceeded their budgeted revenue goals, and produced a wholly online programmatic platform to support Hawai'i participants during the pandemic.

## Experience

### Program Manager, Early Intervention - UCP South Team, December 2025 - Present

*United Cerebral Palsy Association of Hawai'i*

- Maintain program compliance by meeting the Dept. of Health (DOH) Early Intervention Section (EIS)/ State/ Federal/ and United Cerebral Palsy's (UCP) requirements. Holding accountability of program meeting Early Intervention standards and creating and implementing corrective action plans as needed.
- Serve as a liaison between the state DOH-EIS, UCP administration/ management, and multidisciplinary team.
- Provide performance and reflective supervision to staff quarterly and as needed.
- Participate in and facilitate early intervention, staff, and UCP meetings.
- Create and encourage a positive work environment by boosting team moral and providing support where needed.
- Oversee daily operations, collaborating with internal and external programs, and developing/implementing procedures for program efficiency and effectiveness.
- Address team and participant questions, concerns, and feedback to improve work environment and program effectiveness.
- Complete recruitment and hiring process for program vacancies and providing training and evaluation for new hires during probationary period.
- Engage with and support Early Intervention participants and their families as facilitator of UCP's monthly EI keiki playgroup.
- Oversee all social media and programmatic communications.

### Education & Community Outreach Program Manager, January 2024 - December 2024

*United Cerebral Palsy Association of Hawai'i*

- Oversee and assume responsibility for post-Early Intervention (EI) programmatic operations statewide, including the planning and implementation of events, volunteer training, and awareness efforts, as well as the opening of new programs for children and adult participants and the creation of resource programming for families/caregivers.
- Establish partnerships with local non-profits to create community-based recreational programming for all ages post-Early Intervention (4 years+).
- Create and share a network of referral sources to include local and national contacts for those with cerebral palsy and similar disabilities.
- Construct and maintain the post-Early Intervention program budget and prepare grant application materials and subsequent reporting.
- Engage with and support Early Intervention participants and their families, including the build out of a monthly EI keiki playgroup.
- Oversee all social media and programmatic communications.
- Assist with planning and operating all UCPA Hawai'i fundraisers to include the "Life Without Limits" Golf Tournament, the Great Waikoloa Rubber Duckie Race on Hawai'i island, and the Great Hawaiian Rubber Duckie Race on O'ahu.

### State Director, January 2015 - January 2024

*Best Buddies in Hawai'i/Best Buddies in Virginia & DC*

- Directed all programmatic operations statewide, including the planning and implementation of events, volunteer training, and awareness efforts, as well as the opening of new programs e.g., Citizens (adult friendship) in 2021 and Transitions (adapted workforce readiness) in 2023



## Contact



Honolulu, HI

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## Leadership & Volunteerism

- Hawaii State Office on Homelessness & Housing Solutions Supportive Housing Work Group
- APSE (Association of People Supporting Employment First) Hawaii Chapter Founding Member
- University of Hawaii Center on Disability Studies Community Advisory Council
- Rotary Youth Leadership Awards (RYLA)
- Rotary Club of Honolulu
- Best Buddies Five Star Walk Committee
- Hawai'i Help is on the Way
- Best Buddies Diversity, Equity & Inclusion Committee
- Best Buddies New Hire Mentor
- Leadership Best Buddies
- Best Buddies Peer-to-Peer Group Leader
- Best Buddies Leadership Conference Registration Committee Co-Lead
- University of Michigan PSIP Program Mentor
- Capital Area Food Bank
- VP, Programs, Parent Teacher Association, George Mason Elementary School

## Education

### Bachelor of Arts

University of Michigan

- Degree awarded with both departmental and university honors



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## Experience cont.

### State Director, January 2015 - January 2024

*Best Buddies in Hawai'i/Best Buddies in Virginia & DC*

- Cultivated diversity, equity, and inclusion initiatives statewide and collaborate on national efforts as part of Best Buddies International's Diversity, Equity, & Inclusion Committee
- Oversaw team building, including recruitment, screening, hiring, and training of all staff region wide and approved all reports, conducted staff evaluations, and provided guidance and motivation, as well as management of day-to-day infrastructure needs
- Developed and co-authored a comprehensive statewide public awareness strategy including monthly e-newsletters, annual reports, and social media blasts, and worked with staff on its implementation
- Monitored all government grants/contracts and relationships with the United States Government's Department of Education, the State of Hawaii, and Maui County, including reporting and testifying
- Developed, monitored, and balanced the state budget, including reviewing monthly financial statements, tracking all expenses and revenue, and adjusting spending/fundraising plans as needed
- Developed and implemented major fundraising events, including the annual Best Buddies Friendship Walk and Best Buddies Friendship Jam, all of which have exceeded their revenue goals by up to 32%
- Oversaw and managed all fundraising efforts, including foundation and corporate giving (2022 exceeded 2021 revenue goals by 100%), as well as individual and annual giving, major gifts, and alumni relations
- Managed local Advisory Board including recruitment, training, and retention of Board members
- (VA&DC) Facilitated the growth of a staff of three with a \$367,000 per year budget in 2013 to a staff of nine with a \$1.2 million budget at the close of 2019
- (VA&DC) Opened two new programs as part of Virginia & DC's inclusion initiatives, and oversaw extensive growth of existing programs as well as expansion throughout the region
- (VA&DC) Created, planned, and executed two annual fundraisers (Friendship Walk and PROM) that hosted 2,000+ attendees per event and brought in more than 80% of our revenue each year

### Director, Operations and Programs, February 2013 - January 2015

*Best Buddies in Virginia & DC*

- Worked with Regional Director, State Programs and Director, Jobs, to develop statewide programs and jobs strategies, including expansion, training initiatives, programmatic events, and parent engagement
- Oversaw day-to-day operations statewide, including monthly projects, budgeting, and tracking revenue and expenses. Participated in events and trainings in support of staff, volunteers, and participants
- Worked with Development Director to identify prospective Board and committee members, donors, supporters, and volunteers, organized fundraising events and created solicitations. Coordinated communication efforts, including website updates, newsletters, and email blasts
- Directly supervised programs and jobs staff, and managed recruitment, hiring, and training
- Served as lead contact for the state in networking with government officials and other developmental disability agencies to build relationships and partnerships

### Membership Coordinator, September 2011 - December 2012

*Public Justice Foundation*

- Developed and implemented strategies designed to acquire, retain, and cultivate members, including the creation of multiple large solicitation campaigns, the production and distribution of a membership survey, and the processing of membership renewals.
- Communicated the Foundation President's and Executive Director's messages to the general membership.
- Coordinated and oversaw the annual Phonathon membership/fundraising drive, including recruitment of team captains and member volunteers.
- Served as liaison to the Membership Committee, and worked with the Outreach Coordinator and Outreach Committee to implement objectives.
- Collaborated with Communications department to create Special Bulletin newsletters and the Support Us campaign on Public Justice's new website.
- Established and managed the department's internship program.