

Brian K. Hollander

PROSPECTUS:

Experienced advocate and leader with a commitment to program management, community organization, government systems and policy.

SKILLS AND QUALIFICATIONS:

Provided administrative services related to management of disabilities services programs
Thorough knowledge of evolving State and Federal Regulations and policies, specializing in areas impacting historically marginalized groups
Managed multiple grant funded projects, from application through implementation
Deep history and passion for Independent Living and Peer Led Recovery movements
Developed and conducted community events to speak with groups and individuals about complex issues in lay-people's terms and create plans of action
Deep ties to storytelling and linking lived experiences to policy actions
Created and implemented training for large and small group settings
Developed and maintained relationships with internal and external stakeholders at all levels of hierarchy
Long time leader in the Disability Rights Movement with a vast network of colleagues and contacts throughout the globe
Government experience through County Government and in Public Policy work
Interpreted and distilled public policy documents into lay-people's terms
Extensive involvement government initiatives including, but not limited to, NYS Medicaid Redesign, Managed Long-Term Care and Value Based Payment, No Wrong Door
Extensive technology competency, including, but not limited to Microsoft Office Suite, project/case management software and data collection and management software.

EMPLOYMENT HISTORY:

June 2022 – Present

Disability Rights California

1831 K Street,
Sacramento, CA 95811

Supervising Advocate Specialist – California Office of Patients' Rights

Direct Supervision of the Patients' Rights Advocate and related work product,
Ensure consistent communication and practices are employed.
Provide technical assistance and consultations regarding Patients' Rights laws, best practices, and advocacy service delivery to state hospital administration.
Identify trends and patterns within the complaint process.

Take lead on complex cases involving multiple parties, complex factual issues, or complex legal issues. This includes investigations, negotiations, and plan of corrections.
Create and prepare written resource materials and conduct outreach to, and education and training of, consumers, community groups, advocates, and others.
Participate with other unit staff to address recurring problems and issues affecting state hospital residents.
Assist in performance reviews and supervision of other C.O.P.R. advocacy staff.
Coordinate or lead efforts regarding; specified policies, reports, or projects.
Take primary responsibility for coordinating a component of C.O.P.R.s advocacy functions, which could include, for example, chairing or co-chairing a workgroup, coordinating monitoring activities or assisting in the delivery of a focused training.
Travel to state hospitals and county advocacy programs to provide onsite technical assistance and to conduct program/peer reviews.
Perform other duties as assigned.

June 2021 – December 2021

Diamond Bakery Holdings

335 North Fairfax Avenue
Los Angeles, CA 93105

Chief Executive Officer

Plan, develop, implement, and direct the company's operational and fiscal function and performance by working closely with the Board of Directors.
Develop and implement human resources policies and practices
Act as a strategic partner by developing and implementing the company's plans and programs.
Improve operational and financial effectiveness of the company by creating, improving, implementing, and enforcing policies and procedures of the company.
Provide financial guidance and advice to others within executive leadership and exercise financial controls.
Provide strategic input and leadership on decision making issues affecting the company
Foster and grow strategic financial partnerships
Act as a strategic advisor and consultant offering expert advice on contracts and negotiations
Ensure all vendor relationships meet the company's criteria for quality, timeliness, customer service, and financial stability
Work with COO to plan for continual improvements and a continual increase of operating efficiencies, revenue, and profitability
Foster growth and encourage development among senior executive team and all members of staff by mentoring and interacting with members of staff at all levels.

June 2018 – June 2021

**Independent Living Resource Center of the
Tri Counties**

423 West Victoria Street
Santa Barbara, CA 93101-3619

Program Manager

Represent the organization on various boards, committees, commissions, and at events
Oversee Program services provided by staff, documentation, billing submission as part of leadership team
Continually remain knowledgeable of legislation and efforts effecting the independent living field
Prioritize and coordinate Systems Change activities with the Systems Change Advocate, ensuring consumer and community partner representation in all counties served
Supervise staff, overseeing their duties, monitoring performance and adherence to independent living philosophy, program objectives and certification standards
Oversee staff reporting utilizing documentation program; train, perform continuous reviews, and routinely run reports to ensure grant success and need for increased training
Monitor program performance and participate in/initiate program development
Provide program narrative input/creation to grants and related reports
Coordinate as leadership team member on policy, procedure implementation and in-service trainings
Regularly update manuals, provide input to policies and procedures and coordinate with the leadership team for timely submission to the Board or Executive Director as applicable.
Develop and provide monitoring tools for staff and board evaluation of service data and goal attainment of service objectives and consumer satisfaction surveys
Receive, review, and compile monthly staff board reports and prepare for Board packet.
Participate in and organize communication of program information

June 2017 – June 2018

Independent Living Center of the Hudson Valley
15-17 3rd Street
Troy, NY 12180

New York Connects Outreach Specialist

Identify resources that support individuals with disabilities living in the community;
Outreach to disability agencies, health care providers, hospital social workers, personal care assistance programs, to make NY Connects services known to places where people with disabilities utilize services
Using a person-centered assistance/options counseling approach, meet with consumers and caregivers to assist in identifying the need for long-term services that will enable them to remain in the community
Provide information and assistance in securing needed services and ensure safe transitions for individuals transitioning from one setting to another
Attend all mandated NY Connects training
Actively participate in all Long Term Care Council meetings, as well as other county or region-specific meetings

October 2014 – April 2016

**Consumer Directed Personal Assistance
Association of NYS (CDPAANYS)**

119 Washington Avenue, Suite 3A
Albany, NY 12210

Statewide Peer Mentoring Program Manager

Supervised day to day operations of grant-funded peer mentoring program
Recruited, hired, trained and supervised peer mentors
Developed and presented public information sessions
Developed all project infrastructure including forms, database, surveys, marketing materials,
Completed all project reporting requirements
Worked with executive director to market initiative to stakeholders

June 2010 – September 2014

Westchester Independent Living Center
2nd Floor, 10 County Center Road
White Plains, NY 10607

Community Outreach Coordinator

Organized and conducted multiple community events on subjects affecting individuals with disabilities
Participated in multiple work-groups and community boards to advocate for systemic policies benefiting individuals with disabilities
Key member of organizational marketing team
Created and co-edited organizational e-newsletter
Conducted Americans with Disabilities Act (ADA) compliance reviews in public accommodation settings and advocated for change where needed
Represented organization at regional resource fairs and community events
Served as point of contact for inter-organizational events and initiatives

MH Public Policy Coordinator

Facilitated the Westchester Peer Networking Group
Advocated for systemic changes and policies to benefit individuals with mental health conditions
Created and conducted workshops and community events on subjects related to mental health services
Wrote and submitted public comment for multiple public hearings
Position was concurrent with Community Outreach Coordinator and Client Assistance Program Coordinator

Client Assistance Program Coordinator

Provided assistance to individuals applying for or receiving state vocational rehabilitation Services
Provided due process representation in disputes with vocational rehabilitation providers, up to and including representation at administrative fair hearings
Provided advocacy to resolve disputes without utilizing formal hearing process

Advocated for appropriate services, including, but not limited to education, training, assistive technology, transportation, environmental modifications
Created and conducted workshops on the vocational rehabilitation process, rights and responsibilities and creating an effective Individualized Plan for Employment
Provided technical assistance to individuals and groups regarding the vocational rehabilitation process
Advocated for systemic change through the New York State and national Client Assistance Program advocacy networks.
Wrote and presented public comment regarding the State Plan for Rehabilitation Services

September 2008 – June 2009

Gateway Community Industries, Inc.
1 Amy Kay Parkway PO Box 5002
Kingston, NY 12401

Residential Program Manager

Oversaw day to day operations of scattered site supported apartment program for individuals with developmental disabilities in two counties.
Hired, trained, scheduled and supervised staff
Created and maintained operating budget
Reconciled accounts including petty cash and cash accounts of individuals served
Ran treatment team meetings for individuals served
Advocated for appropriate services with community providers and landlords
Created service plans with individuals served
Completed auditing and reporting of required documentation
Facilitated client advisory council
Assisted individuals served to participate in NYS Self Advocacy Organizational meetings

October 2006 – June 2008

Greystone Programs, Inc.
2070 Route 52, Building 330D
2nd Floor
Hopewell Junction, NY 12533

Residence Director

Oversaw day to day operations of Individualized Residential Opportunity residence (IRA).
Hired, trained, scheduled and supervised staff
Created and maintained operating budget
Reconciled accounts including petty cash and cash accounts of individuals served
Ran treatment team meetings for individuals served
Advocated for appropriate services with community providers and landlords
Created service plans with individuals served
Completed auditing and reporting of required documentation
Facilitated client advisory council
Assisted individuals served to participate in NYS Self Advocacy Organizational meetings
Assisted individuals served to register to vote and ensured transportation to polls
Served in one IRA for individuals with medical complications and another for children with autism.

Participated in regular IEP meetings for children with autism

September 2005 – October 2006

Per-Diem Direct Support Professional

Provided day to day support and supervision to children with autism in IRA setting

Planned and participated in community recreational opportunities

Completed daily service plan goals

Participated in team meetings at agency

Participated in required training as scheduled

September 2002 – February 2006

Dutchess County Human Rights Commission

22 Market Street

Poughkeepsie, NY 12601

Human Rights Assistant

Interviewed individuals alleging discrimination in employment, housing, credit, public accommodation or education

Collected information and evidence regarding allegations of discrimination

Completed detailed summary of allegations of discrimination

Provided guidance regarding rights and recourse

Filed formal complaints of discrimination with New York State Department of Human Rights, EEOC or Department of Justice, where appropriate

Assisted in development and implementation of community education events

Conducted outreach and education to youth regarding human rights, discrimination and dispute resolution

Conducted ADA assessments in housing and public accommodation

Participated in community advisory groups related to human rights issues

December 2000 – October 2006

Greystone Programs, Inc.

36 Violet Avenue

Poughkeepsie, NY 12601

Residence Habilitation Mentor

Provided one on one, in home assistance to individuals with developmental disabilities to achieve self-directed community integration goals.

Assisted individuals in articulating goals they wished to achieve

Provided transportation to community activities

Provided additional assistance as appropriate, at direction of individual served

December 1998 to September 2002

Dutchess County Department of Social Services

60 Market Street

Poughkeepsie, NY 12601

Clerk E

Proofread data entry forms for compliance with agency systems
Provided technical assistance to Social Welfare Workers regarding systems entry issues
Performed backup Computer Operator duties
Performed additional duties as needed, such as finger imaging, cashier, telephone reception, etc.

December 1997-December 1998 **Social Welfare Worker**
Dutchess County Department of Social Services
60 Market Street
Poughkeepsie, NY 12603

Interviewed applicants for Safety Net, Temporary Aid to Needy Families, Supplemental Nutrition Assistance Program, and Medicaid
Collected documentation and information of financial status
Made eligibility determinations for above-listed programs
Processed individual cases for follow up by appropriate individuals and departments

EDUCATION:

SUNY Dutchess Community College
Poughkeepsie, NY
A.A.S., Communications '93

LICENSES & CERTIFICATIONS:

Tompkins/Seneca/Tioga BOCES VO/PRO
Early Childhood Occupations Certification '90

Associations:

Former Board Member – Taconic Resources for Independence – Poughkeepsie, NY
Past Co-President - Board of Directors – New York Association of Psychiatric Rehabilitation Services – Albany, NY

Fund for Santa Barbara Grant Making Committee – Santa Barbara, CA

Committees:

- Public Policy – Co-Chair
- Fund Development – Co-Chair
- Employment
- Cultural Competence
- Human Resources
- Finance

Past Board Member – Congregation Berith Shalom – Troy, NY

- Membership Chair
 - Vice President for Membership and Engagement
 - Human Resources Committee
 - Finance Committee
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- Disability Equity Inclusion and Access Committee, DRC
 - Grant Evaluator CA Department of Rehabilitation – Older Individuals who are Blind Program
 - Grant Evaluator CA Department of Rehabilitation – Systems Change Network Hub
 - Experienced Reviewer for the Substance Abuse and Mental Health Services Administration (SAMHSA)

KEANA GILES

CONTACT



EDUCATION

SAN FRANCISCO STATE UNIVERSITY
Bachelor of Arts in Psychology
2017-2018

SKILLS

- **Leadership & Supervision:** Multidisciplinary team leadership, reflective supervision, staff development, cross-department collaboration
- **Program Management:** Health Center operations, curriculum facilitation, crisis response, harm-reduction implementation, trauma-informed practices
- **Systems Navigation:** Housing systems, CPS, Medi-Cal, CSEC, juvenile justice, and school district partnerships
- **Budget & Grants:** Multi-source budget oversight, city/state/private grant implementation, compliance, outcome reporting
- **Training & Facilitation:** Health education, LGBTQ+ youth workshops, citywide frontline convenings, staff trainings
- **Partnerships & Community Engagement:** Interagency collaboration, youth-centered wraparound support, coalition building
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ABOUT ME

Youth services and health equity leader with over eight years of experience in nonprofit management, clinical operations, and community-based programming. I specialize in supervising multidisciplinary teams, strengthening organizational culture, and designing programs that address social determinants of health for marginalized TAY populations. With extensive experience navigating cross-system partnerships—including housing, CPS, Medi-Cal, and CSEC support—I bring a trauma-informed, collaborative approach to improving access, safety, and holistic wellbeing for youth across the Bay Area.

WORK EXPERIENCE

DIRECTOR OF HEALTH SERVICES

Huckleberry Youth Programs (Jan '24 - Current)

- Provide strategic leadership for a multidisciplinary Health Center team, supervising managers, clinicians, and educators to deliver trauma-informed, youth-centered services.
- Oversee multi-source budgets and ensure compliance across city, state, and private grant funding streams, aligning program implementation with organizational and funder goals.
- Build and sustain cross-sector partnerships—including schools, clinics, and community agencies—to expand access to integrated health, mental health, and harm-reduction services for TAY youth.
- Lead operational coordination, crisis response, and system navigation (CPS, Medi-Cal, housing, CSEC) to ensure safety, continuity of care, and high-quality support for marginalized youth.

CLIENT SERVICES MANAGER

Huckleberry Youth Programs (Nov '22 - Dec '23))

- Supervise a multidisciplinary team of two Senior Case Managers and two Psychotherapists
- Oversee budget planning and manage implementation of city and private grant funding to ensure compliance, program sustainability, and high-quality service delivery.
- Facilitate monthly citywide frontline worker meetings to strengthen cross-agency collaboration and improve coordinated support for TAY youth.
- Ensure safety, communication, and operational alignment between Health Center programming and the partnering clinic to support seamless, integrated care for youth.

VIOLENCE PREVENTION MANAGER

LYRIC (Feb '22- Nov '22)

- Supervised a team of four Youth Advocates and youth co-facilitators providing direct support and advocacy for LGBTQ+ youth.
- Managed budget planning and implementation across four Violence Prevention funding streams, ensuring compliance and effective resource allocation.
- Facilitated groups and workshops on LGBTQ+ health, TGNC wellness, psychological and physiological care access, and PrEP/HIV safety.
- Built and maintained partnerships with Bay Area organizations to provide comprehensive, wraparound support for youth navigating multiple systems.