PUBA Community Speaker’s Forum with Director of the Public Policy Center and Professor of Public Administration Susan Chandler

Date: November 2008

Susan Chandler led a discussion on "Managing Crises in the Spotlight" at the November 7, 2008, PUBA-Community Speaker’s Forum. From 1995 through 2002, Prof. Chandler served as the Director of the State of Hawaii Department of Human Services (DHS), responsible for providing and coordinating financial assistance, health insurance, and social service support to Hawaii residents in need. Referring to her experiences during that time, Chandler discussed the management challenges of dealing with "hot button" issues when the press, legislators, and the Governor are concerned and watching. During the forum, participants shared some of their own experiences and lessons learned. Professor Chandler has recently completed (with Professor Richard Pratt) a monograph chronicling her experience as director of DHS, titled "Looking Back to Go Forward: Experiences of a Social Welfare Administrator in a Public Agency."