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Abbreviated CV

#### CURRENT EMPLOYMENT

Professor Public Administration Program  
Associate Director, Public Policy Center, College of Social Sciences, University of  
Hawai'i. Saunders Hall, July 1, 2016-present

#### PROFESSIONAL EXPERIENCE

Director and Founder, College of Social Sciences Public Policy Center and the  
Matsunaga Institute for Peace and Conflict Resolution, University of Hawai'i,  
2004-2016  
Department Chair and Graduate Chair, Public Administration Program, 2014-2016  
Director, Department of Human Services, State of Hawai'i, 1995-2002  
Professor, School of Social Work, University of Hawai'i, Honolulu, Hawai'i, 1976-2006  
Malcolm Wiener Fellow, Kennedy School of Government (sabbatical leave, fall 2010)  
Visiting Fellow, Center for Social Policy and Practice, National Association of Social  
Workers, Rockville, MD (sabbatical leave, 1986)

#### EDUCATION

Ph.D., University of California, Berkeley, 1976  
Certificate in Public Administration, Maxwell School, Syracuse University, 1994  
M.S.W., University of Hawaii, Honolulu, Hawai'i, June 1970  
B.S., Cornell University, Ithaca, New York, June 1967

#### PUBLICATIONS (recent)

- Chandler, Susan M. (2016). Managing Innovative Collaborations: The Role of  
Facilitation and Other Strategies for Working Collaboratively. Human Service  
Organizations: Management Leadership and Governance.  
Vol 40: 1-14.
- Chandler, Susan M. (2015). Networks & Collaboration: A Simpler System for Family  
Services. P.A. Times, American Society for Public Administration. Vol. 1 (2).
- Choi, Taeyhon and Susan Chandler (2015) Exploration, Exploitation and Public Sector  
Innovation: An Organizational Learning Perspective for the Public Sector.  
Human Service Organizations: Management Leadership and Governance.  
Vol. 39(2): 139-151.
- Chandler, Susan M. (2013) "The application of collaboration models to family group  
conferencing. The Journal of Policy Practice, Vol. 12 (2): 3-22

Chandler, Susan M. (2013) "Mental health and public policy. In The Wiley-Blackwell Encyclopedia of Health, Illness, Behavior and Society, edited by William Cockerham. Hoboken, N.J.: Wiley-Blackwell.

Chandler, Susan M. and Morgen Johansen (2012). "The roles that nonprofit organizations play in society in the United States America" in Human Resource Management in the Nonprofit Sector. Edited by Ron Burke and Cary Cooper. Northampton, MA: Edward Elgar Publishing Ltd: 72-96.

Petersen, Carole and Susan M. Chandler (2011) "Sexual Offender Registration and the Convention on the Rights of the Child: Legal and Policy Implications of Registering Juvenile Sex Offenders," William & Mary Policy Review Vol 3 (1): 1-35.

Chandler, Susan M. and Richard Pratt (2011) Backstage at the Bureaucracy: Politics and Public Service. University of Hawai'i Press.

Chandler, Susan M. (2010) "Social Services: What is Happening and What do we need to do?" in, The Value of Hawai'i, edited by Jon Osorio. University of Hawai'i Press.

Chandler, Susan M., and Sharon Miyashiro. (2010) Hawai'i 2050 Sustainability Plan Update Report.

Chandler, Susan M. and Sharon Miyashiro (2009) Report in Response to Act 225, 2008 Session Laws of Hawai'i: Relating to Sustainability

Chandler, Susan M. and Katia Balissiano (2009). The Emerging Role of Nonprofit Associations in Advocacy and Public Policy: Trends, Issues & Prospects. Nonprofit and Voluntary Sector Review.

Chandler, Susan M. Ke Ola Hou. Program Evaluation of Restorative Justice Practices in Waimanalo, HI (2009)

Chandler, Susan M., Noreen Mokuau and Sylvia Yuen (2007) "Quality of Life" in Hawai'i 2050: Building a Shared Future.

Chandler, Susan M. (2006) University Involvement in Public Policy Deliberation. Professional Psychology: Research & Practice, Vol. 37(2) :154-157.

Report to the Twenty-Fourth Hawaii State Legislature on a Series of Public Policy Dialogs on Open Government and Hawaii's Sunshine Law. January 2006

#### INVITED Professional CONFERENCE PRESENTATIONS (selected)

"Collaboratives: What makes them work?" American Society of Public Administration Annual Meetings. Paper presentation. March, 2016, Seattle, WA.

"Innovation and the Knowledge Vacuum: Theoretical Challenges of E-Government", co-authored with Taehyon Choi. Accepted for presentation at the 2015 Academy of

## Management Annual Meeting in Canada.

“Trust among mission driven organizations: A theoretical model of the effect of mission drift. “Paper submitted to the 7<sup>th</sup> FINT Workshop on Trust Within and Between Organizations First International Network on Trust. Singapore Management University, SINGAPOR. November 21-23, 2013. With Taehyon Choi.

Seventh California Wraparound Institute, Anaheim, Cal June 13-15, 2012  
*Strengthening Wraparound Aftercare through Family Group Decision Making*  
With Deborah K. Lowrey, Director, Resource Center U.C. Davis

New Forms of Collaboration: Better Ways to Protect Children, Prague (2011)

New Governance Models for Organizational and Administrative Reform. Northeast Conference on Public Administration, Rutgers (2010)

An Empowerment Evaluation Model to Assess Family Group Conferencing with Indigenous Community (discussion). National Child Welfare Evaluation Summit. Washington, D.C. (2010)

American Social Welfare Policy. East-West Center, China-U.S. Institute. (2009)

Social Policy and Juvenile Justice Reform. Office of Youth Services.

Policy Advocacy for Foster Parents. Foster Parent Association of Hawai'i Annual Conference.

Shifts in Governmental Services: A Study of Nonprofits in Hawai'i. The 2006 Policy Conference: Shifting the Tide: Challenges for Policy Practice. Washington, D.C.

Shifts in Policy Decisions in Child Welfare Services. The 2006 Policy Conference: Shifting the Tide: Challenges for Policy Practice. Washington, D.C.

New Directions for Non-profits: Challenges and Opportunities. Annual Meeting. Keynote Address. The Hawaii Alliance of Nonprofit Organizations. Honolulu, HI. 2005.

## TEACHING (2002-2014)\*

University of Hawai'i:

PUBA 665: Collaborative Public Management

PUBA 609: Policy Analysis and Implementation

PUBA 601: Policy and Organizational Processes

PUBA 635: Nonprofit Management

PUBA 699 Directed reading (Grant writing)

PPC 695 Introduction to Public Policy and Analysis

PPC 330: Introduction to Public Policy and Analysis

PACE 485 Organizational Change and Policy Implementation

PPC 602: Seminar in Public Policy Analysis

PPC 601: Internships for Public Policy Graduate Certificate

PACE 468: Facilitating Organizational Change

SW 680: Grant writing and Program Evaluation

SW 630: Social Welfare Policy and Services  
SW 631: Social Work Practice with Communities and Organizations  
SW 797: Advanced Social Policy Analysis and Change  
SW 740: Evaluation of Social Programs  
SW 731: Social Policy Analysis (Ph.D. course)

\*PUBA = Public Administration; PPC=Public Policy Center; PACE =Peace and Conflict Education; and SW = Social Work

SERVICE (selected)

Facilitator, Legislative Task Force on Medical Marijuana (2014- present)  
Chair, Wraparound Hawai'i Collaborative (2011-present)  
Facilitator. "How to build trust in divisive environments." Council of State Governments, Western Region. National Conference of State Legislatures  
Facilitator: Humane Society. "Accommodating Cats in Public Parks"  
Reviewer, Journal of Interpersonal Violence, Alaska Journal of Mediation and Dispute Resolution, Human Services Organizations, Management, Leadership and Governance  
Chair and Graduate Chair, Public Administration Program (2014-2016)  
Co-Chair, Scientific Committee, 18<sup>th</sup> International Congress on Child Abuse and Neglect  
Chair, IRB, Social Sciences, University of Hawai'i  
Board Chair. PHOCUSED, Inc. (Protecting Hawai'i's Ohana, Children, Underserved, Elderly and Disabled) (2008-present)  
Board Member. Hawai'i Alliance of Nonprofit Organizations (2005-2009)  
Board Member. EPIC, `Ohana Conferencing, Inc. (2004-present).  
Board Member, Juvenile Delinquency Alternatives Initiative (2014-present)

FUNDED RESEARCH and PROGRAM EVALUATIONS (recent)

Principal Investigator, Evaluation of the Title IV-E Waiver Demonstration Project.  
Department of Human Services, 2014-2019 (\$2.1 million)  
Consultation and Training Grant with the Department of Human Services 2009-2014 (\$2.492)

Consultation and Training grant with the Department of Human Services (funded through the Casey Family Foundation) to research models and develop a plan for Wraparound services for "crossover kids" in Hawai'i. 4 task orders totaling \$375,000

Reports in Response to Session Laws of Hawai'i: Relating to Sustainability. With Sharon Miyashiro, November, 2009 and January 2012.

Hawai'i Sustainability 2050 Plan. With Sharon Miyashiro. (July 2008-January 2010)

Report to the Twenty-Fourth Hawaii State Legislature on a Series of Public Policy Dialogs on Open Government and Hawaii's Sunshine Law. January 2006

Work in Progress:

“Collaboration: What Works?” Submitted to Nonprofit and Voluntary Association Quarterly

“A Conceptual Framework of a Knowledge Vacuum to Understand E-Government Innovation Failures in the Public Sector”, with Taehyon Choi.

“Implementing Innovations in the Public Sector”

“Collaborative Governance and Collaborative Advantage: Public sector and nonprofit partnerships”