

ERIC HOLM, JD
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SUMMARY

Experience in Leadership, Management, Administration, Arbitration, Mediation, Adjudication, Strategic Planning, Budget, Finance, Fundraising, Dispute Resolution, Consensus Building, Solution Implementation, and Mission Fulfillment.

Additional experience includes Administrative Law, International Law, Labor Law, Implementation and Revisions of the Americans with Disabilities Act (ADA), Project Management, Diversity Training, Communications with a broad spectrum of people, and Processes and Procedures in the Governmental, Private, and Non-Profit Sectors.

Complementary experience includes 11 years of relevant service on Boards and Commissions of the City of San Rafael, 10 years of service on a California State Board, 15+ years of service on non-profit Boards, Quasi-judicial federal decision making, Juris Doctorate from San Francisco Law School and a Bachelor of Arts and Sciences degree from Saint Mary's College of California.

EXPERIENCE

Steering Committee Member, General Plan 2040

City of San Rafael, 2018 – 2020

Improving our Community of Communities; The General Plan provides San Rafael's vision for its future, including policies for enjoyable livability and sustainability of our City. The Plan is a State-mandated document and covers topics such as land use, transportation, commerce, housing, climate change, parks, open space, conservation, community design, accessibility, safety, vitality, and beauty.

Chairman - Park, Recreation & Cultural Affairs Commission

City of San Rafael, 2009 – 2018

The Park Recreation and Cultural Affairs Commission is a seven member Commission acting in an advisory capacity to the City Council on all matters pertaining to public recreation, including parks, playgrounds, landscaping, childcare, the arts, educational courses, and entertainment.

- Appointed by the City Council to the Commission
- Elected by the Commission as Chairman
- Preside over Commission meetings and Activities
- Chair, Oversight Committee for Professional Minor-League Baseball - GO PACIFICS!
- Manage and set the priorities and allocations within the annual budget
- Engage in proactive community hearings to identify Community needs

- Assist in the development and planning of neighborhood recreational facilities and programs
- Stimulate public awareness, interest, and participation
- Develop events and projects in cooperation with public/private partners, residents and stakeholders, to greater enhance our Community of Communities.

Committee Member - ADA / Accessibility Advisory Committee

2009 – Dec 2018

- Inspiring and promoting effective solutions to achieve universal accessibility for all.
- Advise the City Manager, Mayor, and City Council on issues affecting people with disabilities
- Provide a public forum to identify, discuss, and address issues relevant to people with disabilities
- Develop procedures to implement the ADA on a local level
- Review city codes with the City Attorney relating to disability rights and access
- Oversaw compliance with federal Settlement Agreement to upgrade street curb-cuts
- Striving to enhance public safety, equality, and dignity

President State Board of Guide Dogs for the Blind

California Department of Consumer Affairs, 2008-2018

- Ensuring the quality of the guide dog industry by setting and enforcing standards, providing outreach and education, promoting greater public safety, and consumer protection.
- Appointed by two successive Governors of the Great State of California
- Elected by the Board as Board President
- Preside over meetings and activities of the Board
- Examine, license, and regulate the Guide Dog industry statewide
- Community outreach and inspection of Guide Dog schools in California
- Review and propose changes to pending legislation, regulations, and appropriate policies
- Arbitrate and resolves cases to further enforce Compliance, Safety, and Consumer Protection
- Conduct regular and periodic reviews of staff and program performance
- Develop, co-author, and implement the Strategic Action Plan, ensuring the Guide Dog mission via licensing, regulating and disciplinary functions
- Host, organize, and facilitate Guide Dog Day, State Capitol, "Crossing Communication Street."
- Organized, facilitated, and hosted the "What is a Service Animal and Why You Need To Know," Forum of Federal and State authorities to educate stakeholders and the general public regarding revisions to the ADA
- Presenter, Conference and PSA, "Accessibility for All" Marin Center for Independent Living
- Narrated and co-starred with Ford (Eric's guide dog) in the public service announcement, "Guide Dog Etiquette," in partnership with the California Restaurant

Association, creating greater understanding of Guide Dog teams and access to dining establishments

- Facilitated and created a Public/Private Partnership, with Sutter Health Care, educating and implementing policies, publications, and actions for proper etiquette and care of Guide Dog Teams in Emergency Rooms and Hospitals
- Established and Coordinated response and safety policies with the SFPD as the model for statewide implementation by law enforcement and 9-1-1 dispatchers on standards and care in response to attacks on Guide Dog Teams.

Adjudicator / Asylum Officer

United States Department of Homeland Security, 1997-2004

- Presided over highly sensitive, complex, and classified hearings regarding international affairs.
- Evaluated and provided Protection to Asylees and Refugees, on the basis of actual harm or a well-founded fear of future harm by foreign government actors, based on Race, Religion, Nationality, Political Opinion, or inclusion in a particular Social Group.
- Wrote, issued, and enforced legal decisions on behalf of the US Secretary of Homeland Security.
- Exercised extensive independent authority, including "life and death decisions", requiring a thorough knowledge and understanding of the pertinent laws and current geo-social and geo-political situations.
- Extensive travel and duty assignments worldwide.
- Oversaw and evaluated colleagues' work product.
- Lead Liaison Officer, Joint Terrorism Task Force: Participated in briefings and identified suspected terrorists in conjunction with ICE and the FBI.
- Equal Employment Opportunity Action Committee, Executive Board: Conducted diversity training, sensitivity training, and ADA training, including recommendation, implementation, and review.
- Health and Safety Committee, Executive Board: Created, reviewed, and maintained health and safety protocols and manuals.

Awards:

- Recipient of 9 Outstanding Performance, Service Commendations;
- Charter Member Award, for Contributions in Creation and Implementation of Agency. Awarded by the Secretary of the Department of Homeland Security.
- Trainings:
- Federal Law Enforcement Academy;
- Asylum Officer Basic Training, Federal Law Enforcement Training Center, Glynco, GA;
- Dispute Resolution Training, Federal Mediation and Conciliation Service, Washington, DC;
- Management Inquiry Training, Office of Internal Audit, Washington, DC;
- Equal Employment Opportunity Mediation Training,
- Federal Mediation and Conciliation Service, Washington, DC;
- General Industry Safety & Health Inspector Certification, US Department of Labor, OSHA, San Francisco, CA.

**Vice President and Chief Union Steward
American Federation of Government Employees, Local 1616 AFofL-CIO
1997-2004**

- Represented Labor in Federal Labor - Management relations, employment rights, contract negotiations, and health - safety issues
- Engaged in senior district level collective bargaining negotiations
- Negotiated Equal Employment Opportunity settlement agreements
- Negotiated the Pre-Decisional Involvement process, to ensure positive, constructive, equitable, and meaningful changes in the work place
- Prepared cases for arbitration, and represented employees before the Merit Systems Protection Board

**Adjudications Officer / Citizenship and Naturalization
United States Department of Justice, 1995-1997**

- Adjudicated cases to grant or deny applicants requesting US citizenship.
- Conducted hearings to determine the suitability of aliens to establish legal status.
- Represented the US Attorney General in interpretation and decisions regarding the Immigration and Nationality Act.
- Investigated, Administered Oaths, Interviewed, determined credibility of applicants, Issued subpoenas to compel the attendance of individuals and production of materials.

Awards:

- Recipient of Outstanding Performance Service Commendations Training:
- Immigration Officer Academy, Washington, DC
- Asylum Officer Basic Training, Federal Law Enforcement Training Center, Glynco, GA
- Immigration Officer Basic Training, Federal Law Enforcement Training Center, Glynco, GA

EDUCATION

Doctor of Jurisprudence, Law

San Francisco Law School

Judge's Clerk to the Presiding Judge of the Superior Court

Superior Court of San Francisco

* Assisted Judge Alfred G. Chantelli in all aspects of legal research.

* Participated at pre-trial settlement conferences, trials, and sentencing in criminal court.

Saint Mary's College of California

Bachelor of Arts and Sciences

Integral Major in Philosophy, Languages, and Mathematics

COMMUNITY ACTIVITIES

Guide Dogs for the Blind

- Speakers Bureau
- Legacy Society
- Fundraising

Exalted Ruler (President) San Rafael Elks Lodge

- Fundraising for local veterans
- Holiday shopping program for families in need
- Middle School Essay Contests
- High School Scholarship Program

White Cane Safety Day, National Federation of the Blind

Marin County Office of Education:

- 4th Grade Bike Project
- Covid Grant Project
- Ukulele Music Program
- San Rafael High music department

Fire Department Captain Review Panel, San Rafael

Marin United Council for Veterans

Memorial Day, Flag Day and Veterans Day Ceremonies

Civic Celebrations – re-opening of Boyd Park, Making a Difference at Albert Park, Albert Park Flag Pole and Dedication