



STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES

P. O. Box 339
Honolulu, Hawaii 96809-0339

July 2, 2008

Dr. Edward Anthony
United States Department of Education
Office of Special Education and Rehabilitative Services
Attention: Pedro Romero
400 Maryland Ave., S.W., PCP Room 5007
Washington, DC 20202-2800

RE: Hawaii's Fiscal Year 2009 State Plan for the State Vocational Rehabilitation Services Program Under Title I, Part B and the State Plan Supplement for the State Supported Employment Services Program

Dear Dr. Anthony:

The Hawaii Department of Human Services, Vocational Rehabilitation and Services for the Blind Division is pleased to submit the Fiscal Year 2009 updates and amendment of the State Plan under title I of the Rehabilitation Act of 1973, as amended and its supplement under title VI, Part B of the Act effective October 1, 2008.

Our submission includes the following documents:

- Signed original lobbying certification form (ED-80-0013) for the VR program.
- Signed original lobbying certification form (ED-80-0013) for the Supported Employment program.
- Attachment 4.2 (c) – Input of State Rehabilitation Council.
- Attachment 4.8 (b) (1) – Cooperative Agreements With Agencies Not Carrying Out Activities Under the Statewide Investment System. The completed interagency agreement with the University of Hawaii, public institution of higher education (IHE) was submitted 5/15/08 and is resubmitted now as an update attachment.
- Attachment 4.10 – Comprehensive System of Personnel Development.
- Attachment 4.11 (b) - Annual Estimates.
- Attachment 4.11 (c) (1) – State Goals and Priorities.
- Attachment 4.11 (c) (4) – Goals and Plans for Distribution of Title VI, Part B Funds.
- Attachment 4.11 (e) (2) – Evaluation and Reports of Progress.

SUMMARY OF INPUT AND RECOMMENDATIONS OF THE STATE REHABILITATION COUNCIL

The State Rehabilitation Council (SRC) supports the DSU's goals and priorities to improve consumer choice and participation throughout the rehabilitation process. The SRC has allocated a means to create a SRC Coordinator position from its resources. The SRC intends that the Coordinator will work with the DSU's new consumer liaison position which was funded and is expected to be established in the near future.

The DSU regularly updates the SRC on VRSBD's goals and priorities. The SRC affirms and supports the goals and priorities in the FY 2009 State Plan it developed with VRSBD which includes:

- Improving services to those with mental health issues (based on the SRC participation in the needs assessment).
- Transition of youth with disabilities.
- Enhancing consumer choice, participation and SRC involvement via creation of new SRC Coordinator and VRSBD staff Consumer Liaison positions.
- Improving new counselor selection, training and development.


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As there are no changes to our submission for October 1, 2007, the following attachments are not submitted:

- Attachment 4.8 (b) (2) – Coordination with Education Officials.
- Attachment 4.8 (b) (3) – Cooperative Agreements with Private Nonprofit Organizations.
- Attachment 4.8 (b) (4) – Arrangements and Cooperative Agreements for the Provision of Supported Employment Services.
- Attachment 4.11 (a) – Statewide Assessment. The completed three-year statewide needs assessment was submitted September 27, 2007.
- Attachment 4.11 (d) – State's Strategies.
- Attachment 6.3 – Quality, Scope, and Extent of Supported Employment Services.

We request your review and approval of the State Plan effective October 1, 2008.

Sincerely,

A handwritten signature in black ink, appearing to read "Lillian B. Koller", with a stylized flourish at the end.

Lillian B. Koller
Director

Attachments

c: Mr. Joe D. Cordova
Mr. Brian Miller

CERTIFICATION REGARDING LOBBYING

Applicants must review the requirements for certification regarding lobbying included in the regulations cited below before completing this form. Applicants must sign this form to comply with the certification requirements under 34 CFR Part 82, "New Restrictions on Lobbying." This certification is a material representation of fact upon which the Department of Education relies when it makes a grant or enters into a cooperative agreement.

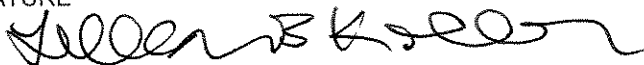
As required by Section 1352, Title 31 of the U.S. Code, and implemented at 34 CFR Part 82, for persons entering into a Federal contract, grant or cooperative agreement over \$100,000, as defined at 34 CFR Part 82, Sections 82.105 and 82.110, the applicant certifies that:

(a) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the making of any Federal grant, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal grant or cooperative agreement;

(b) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal grant or cooperative agreement, the undersigned shall complete and submit Standard Form - LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions;

(c) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subgrants and contracts under grants and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

As the duly authorized representative of the applicant, I hereby certify that the applicant will comply with the above certification.

NAME OF APPLICANT Department of Human Services Vocational Rehabilitation and Services for the Blind Division 601 Kamokila Blvd., Room 515 Kapolei, Hawaii 96707	PR/AWARD NUMBER AND / OR PROJECT NAME BASIC SUPPORT / Section 110 / H126A06
PRINTED NAME AND TITLE OF AUTHORIZED REPRESENTATIVE Lillian B. Koller, Director State of Hawaii, Department of Human Services	
SIGNATURE 	DATE JUL 03 2008

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NAME OF APPLICANT Department of Human Services Vocational Rehabilitation and Services for the Blind Division 601 Kamokila Blvd., Room 515 Kapolei, Hawaii 96707		PR/AWARD NUMBER AND / OR PROJECT NAME SUPPORTED EMPLOYMENT / H187A06	
PRINTED NAME AND TITLE OF AUTHORIZED REPRESENTATIVE Lillian B. Koller, Director State of Hawaii, Department of Human Services			
SIGNATURE 		DATE JUL 08 2008	

STATE PLAN FOR THE STATE VOCATIONAL REHABILITATION SERVICES PROGRAM
AND
STATE PLAN SUPPLEMENT FOR THE STATE SUPPORTED EMPLOYMENT SERVICES PROGRAM

STATE: HAWAII

AGENCY: DEPARTMENT OF HUMAN SERVICES

AGENCY TYPE: GENERAL BLIND COMBINED X

SECTION 1: STATE CERTIFICATIONS

1.1 The DEPARTMENT OF HUMAN SERVICES (name of designated state agency or designated state unit) is authorized to submit this State Plan under Title I of the Rehabilitation Act of 1973, as amended¹ and its supplement under Title VI, Part B of the Act.

1.2 As a condition for the receipt of federal funds under Title I, Part B of the Act for the provision of vocational rehabilitation services, the DEPARTMENT OF HUMAN SERVICES (name of the designated state agency)³ agrees to operate and administer the State Vocational Rehabilitation Services Program in accordance with the provisions of this State Plan⁴, the Act, and all applicable regulations⁵, policies, and procedures established by the secretary. Funds made available under Section 111 of the Act are used solely for the provision of vocational rehabilitation services under Title I of the Act and the administration of the State Plan for the vocational rehabilitation services program.

1.3 As a condition for the receipt of federal funds under Title VI, Part B of the Act for supported employment services, the designated state agency agrees to operate and administer the State Supported Employment Services Program in accordance with the provisions of the supplement to this State Plan⁶, the Act, and all applicable regulations⁷, policies, and procedures established by the secretary. Funds made available under Title VI, Part B are used solely for the provision of supported employment services and the administration of the supplement to the Title I State Plan.

1.4 The designated state agency and/or the designated state unit has the authority under state law to perform the functions of the state regarding this State Plan and its supplement.

1.5 The state legally may carry out each provision of the State Plan and its supplement.

1.6 All provisions of the State Plan and its supplement are consistent with state law.

1.7 The DIRECTOR (title of state officer) has the authority under state law to receive, hold, and disburse federal funds made available under this State Plan and its supplement.

1.8 The DIRECTOR (title of state officer) has the authority to submit this State Plan for vocational rehabilitation services and the State Plan supplement for supported employment services.

1.9 The agency that submits this State Plan and its supplement has adopted or otherwise formally approved the plan and its supplement.



LILLIAN B. KOLLER

(Signature)

(Typed Name of Signatory)

JUL 03 2008

DIRECTOR

(Date)

(Title)

1 Public Law 93-112, as amended by Public Laws 93-516, 95-602, 98-221, 99-506, 100-630, 102-569, 103-073, and 105-220.

2 Unless otherwise stated, "Act" means the Rehabilitation Act of 1973, as amended.

3 All references in this plan to "designated state agency" or to "the state agency" relate to the agency identified in this paragraph.

4 No funds under Title I of the Act may be awarded without an approved State Plan in accordance with Section 101(a) of the Act and 34 CFR part 361.

5 Applicable regulations include the Education Department General Administrative Regulations (EDGAR) in 34 CFR Parts 74, 76, 77, 79, 80, 81, 82, 85, and 86 and the State Vocational Rehabilitation Services Program regulations in 34 CFR Part 361.

6 No funds under Title VI, Part B of the Act may be awarded without an approved supplement to the Title I State Plan in accordance with Section 625(a) of the Act.

7 Applicable regulations include the EDGAR citations in footnote 5, 34 CFR Part 361, and 34 CFR Part 363.

**MEMORANDUM OF AGREEMENT BETWEEN THE
UNIVERSITY OF HAWAII AND HAWAII VOCATIONAL
REHABILITATION AND SERVICES FOR THE BLIND DIVISION**

Overview and Purpose

Pursuant to requirements established in the 1998 Amendments to the Rehabilitation Act (Title IV of the Workforce Investment Act of 1998), which applies to the Hawai'i Vocational Rehabilitation and Services for the Blind Division, this interagency Memorandum of Agreement (MOA) will be the mechanism used to formalize the understanding between the Hawaii Vocational Rehabilitation and Services for the Blind Division (VRSBD) and the University of Hawaii (UH) regarding provision of services to individuals with disabilities who are served by VRSBD and are enrolled within the UH. This MOA is intended to clarify roles in the provision of services in order to better coordinate the services provided to students at the University of Hawaii who are also served by VRSBD.

Mission and Legal Basis

Vocational Rehabilitation and Services for the Blind Division:

The mission of Vocational Rehabilitation and Services for the Blind Division is to assist individuals with disabilities in preparing for, obtaining and retaining employment consistent with their strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice. The Vocational Rehabilitation program has the following bases in federal law:

1. Section 504, The Rehabilitation Act of 1973, as amended.
2. 34 CFR Part 361.
3. The Americans with Disabilities Act (ADA)

University of Hawaii:

The common purpose of the campuses of the University of Hawaii is to serve the public by creating, preserving, and transmitting knowledge in a multi-cultural environment. The University of Hawai'i is positioned to take advantage of Hawaii's unique location, physical and biological environment, and rich cultural setting.

At all levels, students and teachers engage in the mastery and discovery of knowledge which advance the values and goals of a democratic society and ensure the survival of present and future generations with improvement in the quality of life.

As a system, the purposes of the University of Hawaii are to:

- Provide all qualified people in Hawaii with equal opportunity for high quality college and university education and training.
- Provide a variety of entry points into a comprehensive set of postsecondary educational offerings, allowing flexibility for students to move within the system to meet individual educational and professional goals.
- Advance missions that promote distinctive pathways to excellence, differentially emphasizing instruction, research, and service while fostering a cohesive response to state needs and participation in the global community (University of Hawaii System Strategic Plan: Mission Statement 2002-2010).

The mission of the disability service provider at the University of Hawaii is to facilitate equal access by qualified students with documented disabilities to educational opportunities available within the University of Hawaii. The University of Hawaii is guided by the following laws as it pertains to the activities of the disability service provider:

1. Section 504, The Rehabilitation Act of 1973, as amended.
2. The Americans with Disabilities Act (ADA) of 1990.
3. The Family Educational Rights and Privacy Act (FERPA) (Buckley Amendment).

Role and Responsibilities

Vocational Rehabilitation and Services for the Blind Division:

VRSD is the official State Agency that administers the vocational rehabilitation program. It is an integral part of the statewide workforce investment system in Hawaii. The VR Counselor determines eligibility based on available information and secures additional assessment information as required to determine eligibility and/or rehabilitation needs.

The VR program provides eligible individuals with disabilities an array of employment-related services and opportunities required for the achievement of the individual's employment goal. The employment goal and services required are specified on an Individualized Plan for Employment (IPE) developed by the individual and approved by VRSD.

Depending on the requirements for achieving the employment goal, post-secondary education may be a service included on the IPE. Services are provided or arranged by VR Counselors consistent with the individual's strengths, resources, priorities, concerns, abilities, capabilities and informed choice.

VRSD is required by law to ascertain if comparable benefits are available for services required by an eligible individual, and is prohibited from paying for services that are available through other state or federal programs.

There are twelve VRSBD offices throughout Hawaii to serve individuals with disabilities seeking employment.

The University of Hawaii:

The disability service provider (DSP) at each campus determines the disability status of students who self identify and present disability documentation. Once disability is determined, the DSP will explore the nature and scope of accommodations reasonably necessary. The actual access services provided to the student at the behest of the disability service provider by the campus may, at times, exceed what is required by law. If the services provided go beyond what the law requires, this should not be construed as waiver by the University of Hawaii of its right to assert any of its defenses under the applicable laws. In addition, DSP's may choose to provide services to students who self identify despite the fact that such students may not be a "qualified individuals with a disability" under Section 504 of the Rehabilitation Act of 1973 or under the ADA of 1990. The provision of services by DSP should not be construed as waiver of the University of Hawaii's to assert defenses under the applicable laws, should a dispute arise between the student and the University, including on issues pertaining to the extent of services that must be provided by law. The DSP will work with the student and his/her authorized advocate in determining the appropriate accommodation(s) and/or service(s). Once the determination is made, the DSP will render or arrange for the provision of accommodation and/or services.

The DSP may provide guidance to prospective and enrolled students and their authorized advocates regarding services that are available to students with a disability.

The University of Hawaii System consists of three four-year campuses and seven community colleges throughout the State.

Financial and Programmatic Responsibilities

Vocational Rehabilitation and Services for the Blind Division:

1. May provide financial assistance for tuition, fees, books and transportation for client-student with disabilities attending the UH who are served by VRSBD, consistent with the individual's Individualized Plan for Employment and State regulations.
2. Will encourage VRSBD client interested in attending the UH to meet with the DSP on campus to discuss needs and concerns and campus services and the University of Hawaii's process for working with self-identified students.
3. Shall provide relevant assessment information to the DSP documenting the VRSBD client disability and need for reasonable accommodation, with the written permission of the individual served.
4. Will clarify with client interested in attending or already enrolled in a UH campus that the DSP has the responsibility to determine if accommodations are

needed in the college setting and, if so, the nature and scope of the accommodations. The client-student must request consideration of accommodations through the DSP.

5. In circumstances when the client-student has a very significant disability that may require 'high tech' accommodations, VRSBD may, at the request of the UH be able to provide technical assistance to help the disability service provider in identifying the nature and extent of needed accommodations and provide training to the client-student in the use of those accommodations.
6. VRSBD will assist client-students to access resources to obtain assistive devices, technology and other materials that become the property of individual students, under Individualized Plans for Employment in accordance with VRSBD policies and procedures.

The UH System:

The UH System will, through its specialist or the appropriate office, engage in the following::

1. Upon being presented with a VRSBD client-student attending a campus of the UH, will treat the VRSBD client-student ("student") as a self-reported student with a disability. Working together with the student, DSP will determine the nature of the disability, and seek medical and other appropriate documentation, as necessary and appropriate. The student must, with or without the assistance of third parties, identify whether the student requires accommodations in order to access educational programs provided by the campus. The DSP will then determine whether the accommodations requested are reasonable. This will be an interactive process between the DSP and the student. Refusal or failure of the student to cooperate will vitiate the campus' obligation to provide reasonable accommodation. The UH has an independent responsibility to determine the disability status of a self-reporting student and need not accept the disability determination of outside agencies, including VRSBD's. All VRSBD client-students should be so informed by VRSBD.
2. Each campus will maintain confidentiality of personal information provided about a student in support of his/her claim of disability and request for accommodations. The information may be shared with UH officials who are consulted by the Office for Students with Disabilities, such as, but not limited to, the Office of the General Counsel. Any release of confidential information to third parties other than those mentioned herein may be done only with the written consent of the student.
3. Identify, provide and/or locate funds for educationally related, accommodations or access services for students with disabilities.
4. Provide or refer client-student for academic advising as appropriate.

5. Refer students with disabilities who are interested in employment to VRSBD.

Common Understandings

1. Completion of Programs/Courses of Study. Both parties, within their own legal requirements, policies and mission are committed to clients-students with disabilities completing programs of study consistent with their strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice.
2. Confidentiality. All information provided by either party to the other will be held confidential and will not be further disclosed without the explicit written permission of the client-student, except as necessary to fulfill the institutional responsibility, as provided heretofore.
3. Communication. VRSBD counselors and the UH DSP will communicate as needed to facilitate the successful completion of the client-student educational program, including when planning the course of study, reviewing progress in the program and addressing anticipated changes in the educational program.
4. Cost Sharing. Provision for cost sharing shall be negotiated between VRSBD and the UH, to the extent that they are negotiable. VRSBD and the UH will share information about availability of funding and reasonable accommodations and will seek opportunities to develop strategies to improve access to and cost effectiveness of assistive technology and other reasonable accommodations.
5. Provision of Services by the UH to VRSBD clients-students. Nothing within this MOA shall obligate the UH to provide services or accommodations to students with disabilities who are clients of VRSBD above and beyond those that UH is required to provide for students with disabilities who are not clients of VRSBD.
6. Retention of Policies. In keeping with their differing missions, VRSBD and the UH may maintain different requirements regarding eligibility, documentation of disability, and provision of services (VRSBD) and services/support (UH). Nothing within this MOA shall obligate VRSBD or the UH to abandon or alter their policies in regard to such matters as they are used in guiding the provision of services/support.
7. Contracting for Additional Services. Nothing within this MOA prohibits VRSBD from contracting the UH to provide services/support for its client-student beyond those required to assure equal access to educational opportunity.
8. Amendments to the Agreement. This MOA will be reviewed annually and amended in writing if needed. Either party may request that amendments be considered at any time.

9. Termination. Either party to this MOA may terminate this MOA by giving the other party a written notice of termination at least thirty days before the effective date of the termination.

Dispute Resolution

It is the intent of both VRSBD and the UH to resolve disputes amicably. VRSBD and each campus will follow their own established protocol for resolution of disputes.

Nothing in this MOA shall be construed to limit any existing substantive or procedural protections provided to either party under state or federal law or regulation.

These changes become effective upon the signatures of both parties.

Signature: 
President

Date: 4/2/08

Signature: 
DHS Director

Date: 04/28/08

COMPREHENSIVE SYSTEM OF PERSONNEL DEVELOPMENT

This Attachment 4.10 Comprehensive System of Personnel Development that RSA Region IX approved effective as of June 30, 2002 remains current and in effect. The State Rehabilitation Council has had an opportunity to review and comment on the development of the plan for recruitment, preparation, and retention of qualified personnel; personnel standards; and staff development.

(a) DATA SYSTEM ON PERSONNEL AND PERSONNEL DEVELOPMENT

The Hawaii DSU continues to employ as many as 119 individuals to provide vocational rehabilitation services to nearly 6,000 individuals with disabilities within a 12-month period. Authorized positions by personnel category include:

- Administrator and Assistant Administrator-2
- Branch Administrators-5
- Oahu VR Supervisory Staff-7
- Clerical Staff-30
- Blind Staff (Non VR)-18
- Counselors-45
- Employment Service Specialists-3
- Administrative Staff Specialists-5
- Social Service Aids (Blind/Deaf)-4

The DSU believes that it currently employs an adequate supply of qualified rehabilitation professionals and paraprofessionals based on its average caseload size of 125 individuals per counselor per month, but has had difficulty recruiting and filling counselor vacancies with qualified professionals.

The DSU projects that it will lose 50% of its managers over the next five years and continue to have turnover in counselor positions. Over the same period, the number of individuals referred for services is expected to increase, particularly among students with disabilities transitioning from school to post-secondary activities. The DSU will need at least an additional ten counselor or counselor assistant positions to meet the increase workload and to replace approximately seven managers in the next five years.

Supervisors and branch administrators work with rehabilitation counselors, support staff and clerical staff to determine training needs. Staff development plans are submitted for each office on an annual basis. Records are kept on staff development plans and training attended by individual staff. A CSPD database is also maintained for all rehabilitation counselors, supervisors and branch administrators. The current data on personnel development includes:

- A listing of the University of Hawaii (UH) as the only institution of higher education in the State that is preparing vocational rehabilitation professionals for a master's degree in rehabilitation counseling. The UH had a restriction that did not allow any new students for the 2007/2008 school year. Restrictions have now been lifted and new students may begin

the vocational rehabilitation program in August, 2008. This allows an option for VR counselors to attend master's degree coursework on site at the University of Hawaii.

- A contract is in effect between Hawaii VRSBD and San Diego State University (SDSU) Rehabilitation Counselor Education program. The contract provides the opportunity for staff to attend master's degree training at SDSU through distance education. Staff are also able to participate in other distance education programs available nationwide.
- Four staff are currently attending the San Diego State University program and two students are attending the University of Hawaii.

Total enrollment in the distance rehabilitation counseling master's degree program for combined Fall '07 and Spring '08 at UH - 11.

Total enrollment in the rehabilitation counseling master's degree program for combined Fall '07 and Spring '08 at SDSU's:

On campus program - 66

Distance program - 75

- One counselor graduated from the UH and two counselors graduated from SDSU during the prior year with a master's degree in rehabilitation counseling.

Total rehabilitation counseling master's degree graduations from the UH distance program - 10.

Total rehabilitation counseling master's degree graduations from SDSU's

On campus program - 10

Distance program - 26

(b) PLAN FOR RECRUITMENT, PREPARATION AND RETENTION OF QUALIFIED PERSONNEL

Because of a lack of availability of qualified rehabilitation counselors, Hawaii continues to hire rehabilitation counselors with no experience or education in vocational rehabilitation. They are provided an orientation to vocational rehabilitation, on the job training and they are required to attend a master's degree program. Some have encountered difficulties with acceptance into graduate programs. Supervisors and administrators are working to revise the recruitment and selection process to better match new hires with the requirements of the job.

Eighteen counselors currently have CRC's and twenty five do not have their CRC. Those who do not have their CRC's are currently attending a master's degree program or in the process of applying to programs.

There are currently ten vacant positions in VRSBD: three rehabilitation counselors (2 in Oahu Branch and one in Hawaii Branch); four clerical positions (1 Oahu, 1 Kona, 2 Services for the Blind branch) and three non-VR positions in the Services for the Blind Branch.

VRSBD serves in an advisory capacity to the University of Hawaii, Rehabilitation Counselor Education Long Term Training Grant. The program has been supportive of preparing recruiting, hiring and retaining individuals with disabilities and persons from minority backgrounds.

Recruitment has been initiated through the National Council of Rehabilitation Educators conferences and RCE programs in the Western States. The Human Resource Subcommittee of the State Rehabilitation Council has incorporated an action plan for recruiting persons with disabilities who are being served by VR.

(c) PERSONNEL STANDARDS

These standards became effective on May 16, 2002 upon approval in the Class specifications by the Hawaii State Department of Human Resources Development.

- A. All Vocational Rehabilitation Specialists I hired after the effective date of this standard who perform one or more counselor functions must have a Bachelor's Degree from an accredited college or university or verification of eligibility for admission to a CORE accredited program in Rehabilitation Counseling.
- B. All Vocational Rehabilitation Specialists II hired (or reallocated to the II level) after the effective date of this standard who perform one or more counselor functions, in addition to meeting the minimum requirements of the I level, must have completed 27 graduate level semester credits in a CORE accredited rehabilitation counseling program at an accredited college or university. All Vocational Rehabilitation Specialists III and IV hired after the effective date of this standard who perform one or more counselor functions must have a CORE accredited Master's degree or other post-graduate degree including coursework, internship, and experience verified by the Standards and Credentials Committee of the Commission on Rehabilitation Counselor Certification (CRCC) to be acceptable for certification purposes, or must be a Certified Rehabilitation Counselor (CRC).
- C. All Vocational Rehabilitation Specialists V, and VR Managers I, who are first-line supervisors of lower level Vocational Rehabilitation Specialists, hired after the effective date of this standard, who perform one or more counselor functions at any time, or have the authority to do so, must have a CORE accredited Master's degree or other post-graduate degree including coursework, internship, and experience verified by the Standards and Credentials Committee of the Commission on Rehabilitation Counselor Certification (CRCC) to be acceptable for certification purposes, or must be a Certified Rehabilitation Counselor (CRC).

(d) STAFF DEVELOPMENT

- A. All Vocational Rehabilitation Specialists I hired after the effective date of this standard, who perform one or more counselor functions, will be given 4 semesters and 1 summer's sessions (or its equivalent in another accredited college or university using a different term for

dividing the academic year), and financial support, to earn the first year of graduate semester credits toward a Master's degree in a CORE accredited rehabilitation counseling program at the University of Hawaii or, through distance learning at another accredited college or university, to meet the minimum requirements for the VR Specialist II level, commencing on the earliest possible enrollment date after completing the 6-month probationary appointment. Upon completion of the first year of graduate credits and meeting the performance expectations of the VR Specialist II level, the employee will be recommended for reallocation to the II level.

- If an employee is unable to commence training on the earliest possible enrollment date after completing the probationary appointment, due to extenuating circumstances beyond the control of the employee, an extension, based on the merits of the request, will be granted by the VR Administrator. If an employee is unable to complete the first year of graduate semester credits within 4 semesters and 1 summer's sessions (or its equivalent in another accredited college or university that uses a different term for dividing the academic year), due to extenuating circumstances beyond the control of the employee, an extension, based on the merits of the request, will be granted by the VR Administrator.
- If an employee is unable commence training or, is unable to complete the first year of graduate semester credits, by the end of the extension granted, the employee will be terminated from employment with the Division.

B. All Vocational Rehabilitation Specialists II, hired or reallocated to the II level after the effective date of this standard, who perform one or more counselor functions, will be given 4 semesters and 1 summer's sessions (or its equivalent in another accredited college or university using a different term for dividing the academic year), and financial support, to complete the remaining graduate level requirements to earn the Master's degree in a CORE accredited rehabilitation counseling program at the University of Hawaii or, through distance learning at another accredited college or university, to meet the minimum requirements for the III level, commencing on the earliest possible enrollment date after completing the 6-month probationary appointment, or reallocation to the II level. Upon earning the Master's degree and meeting the performance expectations of the VR Specialist III level, the employee will be recommended for reallocation to the VR Specialist III level.

- If an employee is unable to commence training on the earliest possible enrollment date after completing the probationary appointment period, due to extenuating circumstances beyond

the control of the employee, an extension, based on the merits of the request, will be granted by the VR Administrator. If an employee is unable to complete the remaining graduate level requirements to earn the Master's degree within 4 semesters and 1 summer's sessions (or its equivalent in another accredited college or university using a different term for dividing the academic year), due to extenuating circumstances beyond the control of the employee, an extension, based on the merits of the request, will be granted by the VR Administrator.

- If an employee is unable to commence training or, is unable to complete the remaining graduate requirements to earn the Master's degree, by the end of the extension granted, the employee will be terminated from employment with the Division.

C. All Vocational Rehabilitation Specialists II, III, IV and V, and Vocational Rehabilitation Managers I, hired before the effective date of this standard, who perform one or more counselor functions, or have the authority to do so, who do not meet the Master's degree requirements and are not Certified Rehabilitation Counselors will be given 4 semesters and 1 summer's sessions (or its equivalent in another accredited college or university using a different term for dividing the academic year), and financial support to complete the first year of graduate semester requirements in a CORE accredited rehabilitation counseling program at the University of Hawaii or, through distance learning at another accredited college or university, commencing on the earliest possible enrollment date, six months after the effective date of this standard.

- If an employee is unable to commence training on the earliest possible enrollment date due to extenuating circumstances beyond the control of the employee, an extension, based on the merits of the request, will be granted by the VR Administrator. If an employee is unable to complete the first year of graduate semester requirements within 4 semesters and 1 summer's sessions (or its equivalent in another accredited college or university using a different term for dividing the academic year), an extension, based on the merits of the request, will be granted by the VR Administrator.
- If an employee is unable to commence training or, is unable to complete the first year of graduate semester credits, by the end of the extension granted, the employee will be terminated from employment with the Division.

Upon completion of the first year of graduate semester credits, an employee will be given 4 semesters and 1 summer's sessions (or its equivalent in another accredited college or university using a

different term for dividing the academic year), and financial support to complete the remaining graduate semester requirements to earn the CORE accredited Master's degree in rehabilitation counseling at the University of Hawaii or, through distance learning at another accredited college or university, commencing on the earliest possible enrollment date after completing the first year of graduate study. Upon completion of the remaining graduate requirements and earning the Master's degree, and meeting the performance expectations of the VR Specialist III level, an employee at the VR Specialist II level, will be recommended for reallocation to the III level; other employees at the VR Specialist III, IV, V or VR Manager I level will be considered as meeting the minimum requirements for their level.

- If an employee is unable to commence training to earn the remaining graduate semester credits to earn the Master's degree on the earliest possible enrollment date after completing the first year of graduate semester credits, due to extenuating circumstances beyond the control of the employee, an extension, based on the merits of the request, will be granted by the VR Administrator. If an employee is unable to complete the graduate requirements to earn the Master's degree within 4 semesters and 1 summer's sessions (or its equivalent in another accredited college or university using a different term for dividing the academic year), an extension, based on the merits of the request, will be granted by the VR Administrator.
- If an employee is unable to commence training or, is unable to complete the remaining graduate requirements to earn the Master's degree, by the end of the extension granted, the employee will be terminated from employment with the Division.

D. All VR Specialists hired before the effective date of this standard, who do not possess a Bachelor's degree, must earn a Bachelor's degree within 2 years, of the implementation date of this plan, and upon obtaining a Bachelor's degree must enroll for graduate study in a CORE accredited rehabilitation counseling program at the University or Hawaii or through distance learning at another accredited college or university, at the earliest possible enrollment date, and must complete the personnel development requirements for the VR Specialist II, III, and IV under the same terms and conditions described above in paragraph C.

- If an employee is unable to earn a Bachelor's degree within 2 years of the effective date of these standards, the employee will be terminated from employment with the Division.

- E. The Division will pay for the cost of testing fees to support an employee's application for admission for graduate study.
- F. If an employee is admitted to graduate school as an "unclassified" student, the division will pay for tuition and books and other required material. "Unclassified" student means a student who has not been accepted into a degree or certificate program but who has been admitted into Outreach College and may enroll in regular credit courses and graduate courses with the permission of the instructor.
- G. If an employee is admitted to graduate school as a "classified" student, the Division will pay for tuition, books, and other required material and pay the employee a stipend to offset personal costs for training that may be incurred. "Classified" student means a student who has been accepted into the Master's degree program in a CORE accredited rehabilitation counseling program.
- H. All employees hired before the effective date of these standards who do not have a CORE accredited Master's degree in rehabilitation counseling from an accredited college or university but are Certified Rehabilitation Counselors (CRC) must maintain their Certification to meet the minimum requirements for their continued employment. Failure to maintain CRC certification resulting in subsequent loss of certification, will require that the employee earn a CORE accredited Master's degree in rehabilitation counseling through graduate study at the University of Hawaii or through distance learning at another accredited college or university, within 8 semesters and 2 summer's sessions (or its equivalent in another accredited college or university using a different term for dividing the academic year), from the earliest possible enrollment date following loss of CRC certification, without financial support from the Division.
- If an employee fails to earn the Master's degree within the 8 semesters and 2 summers' sessions (or its equivalent in another accredited college or university using a different term for dividing the academic year), the employee will be terminated from employment with the Division.
- I. HVRSD has contracted for a 30 month training project covering:
- Values Clarification
 - Agency Philosophy
 - Measure of Quality
 - Informed Choice and IPE Goal Development
 - Use of assessments in eligibility determination and plan development
 - Assessment of need for assistive technology
 - Appropriateness of higher education
 - Relationship of the VR system with the one-stop system
 - Use of Community Rehabilitation Programs

Strategies for working with individuals with episodic or recurring disabilities
Support of self-employment cases
Role of VR in transition from school to work
Purchase of High Cost Services

VR has a contract for the development of new counselor training modules covering:

[The contract will be completed in December, 2008]

The training modules cover:

Organizational Values

Counselor Delivery Skills: Eligibility, Timeliness, Assessment for determination of needs, assessment for determination of priority of services, provision of services, case closure, decision making and case management, case documentation, critical thinking and reasoning and effective case management,

Paraprofessionals are frequently included in counselor training.

Clerical training is offered annually to assure clerical staff are an integral part of quality service provision.

(e) PERSONNEL TO ADDRESS INDIVIDUAL COMMUNICATION NEEDS

The DSU utilizes “appropriate modes of communication” which means specialized aids and supports that enable applicants and eligible individuals with a disability to comprehend and respond to information that is being communicated. Appropriate modes of communication include, but are not limited to, the use of interpreters, (as well as open and closed captioned videos, specialized telecommunications services and audio recordings, braille and large print materials, materials in electronic formats, augmentative communication devices, graphic presentations, simple language materials and printed materials in the native languages.)

Hawaii’s DSA, Department of Human Services, and a 24-hour Telephone Language Services known as Tele-Interpreters are sources of native language interpreters for the DSU. The DSU utilizes the services of Hawaii Interpreter Services for sign language interpreters.

(f) COORDINATION WITH PERSONNEL DEVELOPMENT UNDER THE INDIVIDUALS WITH DISABILITIES EDUCATION ACT

The DSU will coordinate its CSPD activities with those provided under the IDEA with the SRC and the Administrator of the State Department of Education (DOE), Special Education Services Branch who is a member of the SRC representing students with disabilities. In addition, the DSU Staff Specialist assigned to Transition will coordinate with the DOE Special Education Services Transition Program Specialist the dissemination of program and financial information, including orientation and training, among VR and DOE Special Education personnel.

OPERATIONAL PLAN FOR ACHIEVING THE COMPREHENSIVE PLAN FOR PERSONNEL DEVELOPMENT

PURPOSE: Achieve requirements of the Rehabilitation Act that all staff who perform one or more counselor functions or have the authority to do so, meet the minimum requirements of a Qualified Vocational Rehabilitation Specialist (Counselor).

- I. **Minimum Qualifications:** Minimum qualifications for a Qualified Vocational Rehabilitation Specialist (VRS) at the VRS III level or higher, is a CORE (Council on Rehabilitation Education) accredited Master's degree in Rehabilitation Counseling from an accredited college or university or other postgraduate degree including coursework, internship and experience requirements verified by the Standards and Credentials Committee of the Commission on Rehabilitation Counselor Certification (CRCC) to be acceptable for certification purposes.
- II. **Personnel Standards:** These standards became effective on May 16, 2002 upon approval in the Class Specifications for the VR Specialist Series and the VR Manager I.
 - A. All Vocational Rehabilitation Specialists I hired after the effective date of this standard who perform one or more counselor functions must have a Bachelor's degree from an accredited college or university or verification of eligibility for admission to a CORE (Council on Rehabilitation Education) accredited program in Rehabilitation Counseling.
 - B. All Vocational Rehabilitation Specialists II hired (or reallocated to the II level) after the effective date of this standard who perform one or more counselor functions, in addition to meeting the minimum requirements of the I level, must have completed the first year of graduate level semester credits in a CORE accredited rehabilitation counseling program at an accredited college or university.
 - C. All Vocational Rehabilitation Specialists III and IV hired after the effective date of this standard who perform one or more counselor functions must have a CORE accredited Master's degree or other post-graduate degree including coursework, internship, and experience verified by the Standards and Credentials Committee of the Commission on Rehabilitation Counselor Certification (CRCC) to be acceptable for certification purposes, or must be a Certified Rehabilitation Counselor (CRC).
 - D. All Vocational Rehabilitation Specialists V and VR Managers I, who are first-line supervisors of lower level Vocational Rehabilitation Specialists, hired after the effective date of this standard, who perform one or more counselor functions at any time, or have the authority to do so, must have a CORE accredited Master's degree or other post-graduate degree including coursework, internship, and experience verified by the Standards and Credentials Committee of the CRCC to be acceptable for certification purposes, or must be a Certified Rehabilitation Counselor (CRC).
- III. **Personnel Development Requirements:**
 - A. All Vocational Rehabilitation Specialists I hired after the effective date of this standard who perform one or more counselor functions, will be given 4 semesters and 1 summer's sessions (or its equivalent in another accredited college or

university using a different term for dividing the academic year), and financial support, to earn the first year of graduate semester credits toward a Master's degree in a CORE accredited rehabilitation counseling program at the University of Hawaii or, through distance learning at another accredited college or university, to meet the minimum requirements for the VR Specialist II level, commencing on the earliest possible enrollment date after completing the 6-month probationary appointment. Upon completion of the first year of graduate semester credits and meeting the performance expectations of the VR Specialist II level, the employee will be recommended for reallocation to the II level.

- If an employee is unable to commence training on the earliest possible enrollment date due to extenuating circumstances beyond the control of the employee, an extension, based on the merits of the request, will be granted by the VR Administrator. If an employee is unable to complete the first year of graduate semester credits within 4 semesters and 1 summer's sessions (or its equivalent in another accredited college or university using a different term for dividing the academic year), due to extenuating circumstances beyond the control of the employee, an extension, based on the merits of the request, will be granted by the VR Administrator.
- If an employee is unable to commence training or, is unable to complete the first year of graduate semester credits, by the end of the extension granted, the employee will be terminated from employment with the Division.

B. All Vocational Rehabilitation Specialists II, hired or reallocated to the II level after the effective date of this standard, who perform one or more counselor functions, will be given 4 semesters and 1 summer's sessions (or its equivalent in another accredited college or university using a different term for dividing the academic year), and financial support, to complete the remaining graduate level requirements to earn the Master's degree in a CORE accredited rehabilitation counseling program at the

University of Hawaii or, through distance learning at another accredited college or university, to meet the minimum requirements for the III level, commencing on the earliest possible enrollment date after completing the 6-month probationary appointment, or reallocation to the II level. Upon earning the Master's degree and meeting the performance expectations for the VR Specialist III level, the employee will be recommended for reallocation to the III level.

- If an employee is unable to commence training on the earliest possible enrollment date due to extenuating circumstances beyond the control of the employee, an extension, based on the merits of the request, will be granted by the VR Administrator. If an employee is unable to complete the remaining graduate level requirements to earn the Master's degree within 4 semesters and 1 summer's sessions (or its equivalent in another accredited college or university using a different term for dividing the academic year), due to extenuating circumstances beyond the control of the employee, an extension, based on the merits of the request, will be granted by the VR Administrator.

- If an employee is unable to commence training or, is unable to complete the remaining graduate requirements to earn the Master's degree, by the end of the extension granted, the employee will be terminated from employment with the Division.

C. All Vocational Rehabilitation Specialists II, III, IV and V, and Vocational Rehabilitation Managers I, hired before the effective date of this standard, who perform one or more counselor functions, or have the authority to do so, who do not meet the Master's degree requirements and are not Certified Rehabilitation Counselors will be given 4 semesters and 1 summer's sessions (or its equivalent in another accredited college or university using a different term for dividing the academic year), and financial support to complete the first year of graduate semester credits in a CORE accredited rehabilitation counseling program at the University of Hawaii or, through distance learning at another accredited college or university, commencing on the earliest possible enrollment date, six months after the effective date of this standard.

- If an employee is unable to commence training on the earliest possible enrollment date due to extenuating circumstances beyond the control of the employee, an extension, based on the merits of the request, will be granted by the VR Administrator. If an employee is unable to complete the first year of graduate semester credits within 4 semesters and 1 summer's sessions (or its equivalent in another accredited college or university using a different term for dividing the academic year), due to extenuating circumstances beyond the control of the employee, an extension, based on the merits of the request, will be granted by the VR Administrator.
- If an employee is unable to commence training or, is unable to complete the first year of graduate semester credits, by the end of the extension granted, the employee will be terminated from employment with the Division.

Upon completion of the first year of graduate semester credits, the employee will be given 4 semesters 1 summer's sessions (or its equivalent in another accredited college or university using a different term for dividing the academic year), and financial support to complete the remaining graduate requirements to earn the CORE accredited Master's degree in rehabilitation counseling at the University of Hawaii or, through distance learning at another accredited college or university, commencing on the earliest possible enrollment date after completing the first year of graduate study. Upon completion of the remaining graduate requirements and earning the Master's degree, and meeting the performance expectations of the VR Specialist III level, an employee at the VR Specialist II level will be recommended for reallocation to the III level; other employees at the VR Specialist III, IV, V and VR Manager I level will be considered as meeting the minimum requirements for their level.

- If an employee is unable to commence training on the earliest possible enrollment date due to extenuating circumstances beyond the control of the employee, an extension, based on the merits of the request, will be granted by the VR Administrator. If an employee is unable to complete the remaining graduate requirements to earn the Master's degree within 4 semesters and 1 summer's sessions (or its equivalent in another accredited college or university using a different term for

dividing the academic year), due to extenuating circumstances beyond the control of the employee, an extension, based on the merits of the request, will be granted by the VR Administrator.

- If an employee is unable to commence training or, is unable to complete the remaining graduate requirements to earn the Master's degree, by the end of the extension granted, the employee will be terminated from employment with the Division.
- D. All Vocational Rehabilitation Specialists hired before the effective date of this standard, who do not possess a Bachelor's degree, must earn a Bachelor's degree within two years of the effective date of this standard, and upon obtaining a Bachelor's degree, must enroll for graduate study in a CORE accredited rehabilitation counseling program at the University of Hawaii or through distance learning at another accredited college or university, at the earliest possible enrollment date, and must complete the personnel development requirements under paragraph C above for the VR Specialists II, III, IV, V and VR Managers I, under the same terms and conditions described including start time, time period, extensions, and termination of employment.
- If an employee is unable to earn a Bachelor's degree within two years of the effective date of this standard, the employee will be terminated from employment with the Division.
- E. The Division will pay for the cost of testing fees to support an employee's application for admission for graduate study.
- F. If an employee is admitted to graduate school as an "unclassified" student, the Division will pay for tuition and books and other required material. "Unclassified" student means a student who has not been accepted into a degree or certificate program but who has been admitted into Outreach College and may enroll in regular credit courses and graduate courses with the permission of the Instructor.
- G. If an employee is admitted to graduate school as a "classified" student, the Division will pay for tuition, books, and other required material and pay the employee a stipend to offset personal costs for training that may be incurred. "Classified" student means a student who has been accepted into the Master's degree program in a CORE accredited rehabilitation counseling program.
- H. If an employee is not accepted for graduate study in the CORE accredited rehabilitation counseling program at the University of Hawaii or another accredited college or university through distance learning, the employee will be terminated from employment with the Division.
- I. All employees hired before the effective date of this standard who do not have a CORE accredited Master's degree in rehabilitation counseling from an accredited college or University, but are Certified Rehabilitation Counselors (CRC), must maintain their Certification to meet the minimum requirements for their continued employment. Failure to maintain CRC certification resulting in subsequent loss of certification, will require that the employee earn a CORE accredited Master's degree in rehabilitation

counseling through graduate study at the University of Hawaii in the Rehabilitation Counselor Education program or other CORE accredited program that confers a Master's degree in rehabilitation counseling through distance learning, within 8 semesters and 2 summers' sessions (or its equivalent in another accredited college or university using a different term for dividing the academic year), and without financial support from the Division, commencing on the earliest possible enrollment date following loss of CRC certification.

- If an employee fails to commence training at the earliest possible enrollment date following loss of CRC certification, or fails to earn the Master's degree by the end of the 8 semesters and 2 summers' sessions (or its equivalent in another accredited college or university using a different term for dividing the academic year), the employee will be terminated from employment with the Division.

IV. **Filling Vacant Positions:**

- A. All vacant positions at the VR Specialist IV, V and VR Manager I levels, that perform one or more counselor functions or are authorized to do so, must be filled at that level.
- B. Recruitment for all vacant positions at the VR Specialist III level, that perform one or more counselor functions, will begin at the VR Specialist III level.
- C. If a VR Specialist III vacancy cannot be filled at the III level, recruitment will be at the VR Specialist II level.
 - All applicants referred for VR Specialist II vacant positions will be provided a Notice of the Division's Personnel Standards and Personnel Development Requirements for the VR Specialist II, at time of interview.
 - All new hires at the VR Specialist II level must sign a Certification form containing the Personnel Standards and Personnel Development Requirements for the VR Specialist II, acknowledging receipt and agreement to comply with the Standards and Requirements.
- D. If a VR Specialist II vacancy cannot be filled at the VR Specialist II level, recruitment will be at the VR Specialist I level, at time of interview.
 - All applicants referred for VR Specialist I vacant positions will be provided a Notice of the Division's Personnel Standards and Personnel Development Requirements for the VR Specialist I, at time of interview.
 - All new hires at the VR Specialist I level must sign a Certification form containing the Personnel Standards and Personnel Development Requirements for the VR Specialist I, acknowledging receipt and agreement to comply with the Standards and Requirements.

V. **Timetable to Meet Degree Requirements**

See attached Timetable

TIMETABLE TO MEET DEGREE REQUIREMENTS

VRS I hired after May 16, 2002 (Effective date of the degree requirements)

Elapsed Time in Semesters/Equivalent	Activity
0	Date of Hire VRS I
0	Completion of probation/Begin graduate school
4 Semesters and 1 Summer's Sessions/Equivalent	Complete first year graduate credits and meets performance expectations of VRS II/Recommend Reallocation to VRS II
4 Semesters and 1 Summer's Sessions/Equivalent	Complete remaining graduate requirements/earns Master's degree and meets performance expectations of VRS III/Recommend Reallocation to VRS III
8 Semesters and 2 Summer's Sessions/Equivalent	Total
Extension of First Year Start Date due to Extenuating Circumstances	Approval of VR Administrator based on the merits of the request.
Extension of Time Period to Complete First Year Requirements due to Extenuating Circumstances	Approval of VR Administrator based on the merits of the request.
Extension of Start Date to Complete Remaining Requirements for Master's degree due to Extenuating Circumstances	Approval of VR Administrator based on the merits of the request.
Extension of Time Period to Complete Remaining Requirements for Master's degree due to Extenuating Circumstances	Approval of VR Administrator based on the merits of the request.

TIMETABLE TO MEET DEGREE REQUIREMENTS

VRS II hired after May 16, 2002 (Effective date of the degree requirements)

Elapsed Time in Semesters/Equivalent	Activity
0	Date of Hire VRS II
0	Completion of probation/Begin graduate school
4 Semesters and 1 Summer's Sessions/Equivalent	Complete remaining graduate requirements/earns Master's degree and meets performance expectations of VRS III/Recommend Reallocation to VRS III
4 Semesters and 1 Summer's Sessions/Equivalent	Total
Extension of Start Date to Complete Remaining Requirements for Master's degree due to Extenuating Circumstances	Approval of VR Administrator based on the merits of the request.
Extension of Time Period to Complete Remaining Requirements for Master's degree due to Extenuating Circumstances	Approval of VR Administrator based on the merits of the request.

TIMETABLE TO MEET DEGREE REQUIREMENTS

**VRS II, III, IV OR V hired after May 16, 2002 (Effective date of the degree requirements),
who are not CRC**

Elapsed Time in Semesters/Equivalent	Activity
0	May 16, 2002
0	Begin graduate school
4 Semesters and 1 Summer's Sessions/Equivalent	Complete first year graduate credits
4 Semesters and 1 Summer's Sessions/Equivalent	Complete remaining graduate requirements and earns the Master's degree/Reallocation of VR Specialist II to VRS III; Other VRS III, IV, V, VR Manager I now meets Minimum Qualifications (MQs)
8 Semesters and 2 Summer's Sessions/Equivalent	Total
Extension of First Year Start Date due to Extenuating Circumstances	Approval of VR Administrator based on the merits of the request.
Extension of Time Period to Complete First Year Requirements due to Extenuating Circumstances	Approval of VR Administrator based on the merits of the request.
Extension of Start Date to Complete Remaining Requirements for Master's degree due to Extenuating Circumstances	Approval of VR Administrator based on the merits of the request.
Extension of Time Period to Complete Remaining Requirements for Master's degree due to Extenuating Circumstances	Approval of VR Administrator based on the merits of the request.

ANNUAL ESTIMATES

The DSU, Vocational Rehabilitation and Services for the Blind Division (VRSBD) estimates that there are approximately 77,233 individuals in the state who may be eligible for services (based on the 2006 U.S. Census: Disability Status of the Civilian Non-Institutionalized Population Age 16 to 64).

VRSBD served all eligible individuals who applied for services during the period of October 1, 2007 to present. There is no waitlist of individuals with disabilities who have applied for services. We anticipate that we will continue to be able to service all eligible individuals who apply for services for the remainder of FFY 2008.

As of 5/30/08, VRSBD is providing services to 6,375 eligible individuals. We anticipate that we will reach our original estimate of serving 7,000 eligible individuals by September 30, 2008. VRSBD estimates that for the period October 1, 2007 through September 30, 2008, the estimated cost funded under Title I for the 7,000 eligible individuals will increase to \$17,367, 378.00. VRSBD estimates that of the 7,000 eligible individuals served, approximately 55 eligible individuals will be receiving supported employment services at a cost of \$300,000 funded under Title VI, Part B.

Hawaii is not in an Order of Selection. The DSU has been able to provide the full range of VR services to all eligible individuals in the preceding federal fiscal year, is able to do so in the current federal fiscal year and it is anticipated that we will be able to do so in the next federal fiscal year.

GOALS AND PRIORITIES

The Hawaii Vocational Rehabilitation and Services for the Blind Division's (HVRSD) goals and priorities remain the same as agreed upon by DSU staff and the State Rehabilitation Council (SRC).

GOAL 1: Improve services by employment outcomes for youth with disabilities and individuals with psychiatric disabilities by 5% in FFY 2008 (these two groups had the lowest rehabilitation rates in the FFY 2006 VR outcome analysis.)

In FFY 2007, 428 individuals with psychiatric disabilities achieved an employment outcome. As of 5/30/08, 348 individuals with psychiatric disabilities achieved an employment outcome. Based on our current rate, we project that we will surpass an increase of 5% of individuals with psychiatric disabilities who will achieve an employment outcome.

In FFY 2007, 96 individuals participating in the Special Education Vocational Rehabilitation program, SEVR achieved an employment outcome. As of 5/30/08, 77 individuals participating in the SEVR program have achieved an employment outcome. Based on our current rate, we project that we will surpass an increase of 5% of individuals participating in the SEVR program who will achieve an employment outcome in FFY 2008.

Objectives:

1.1 Conduct a statewide comprehensive needs of youth with disabilities transitioning from secondary school to post-secondary activities.

We have just started discussion with Pacific Basin Rehabilitation Research and Training Center (PBRRTC) to arrange for a statewide comprehensive needs assessment for youth with disabilities transitioning from secondary school to post-secondary activities. We are discussing the following two options:

- Conduct a statewide needs assessment for youth with disabilities transitioning from secondary school to post-secondary activities (defined as those individuals who have an IEP at application). In our estimation, this statewide assessment for youth with disabilities can be conducted in FFY 2010.
- Conduct annual statewide comprehensive needs assessments. Use the current statewide comprehensive needs assessment as developed. To the assessment, we could add questions about youth with disabilities transitioning from secondary school to post-secondary activities. In our estimation, this option can be conducted in FFY 2009.

1.2 Based upon the comprehensive needs assessment for youth, meet or exceed the number of students transitioning from secondary school to post-secondary activities.

1.3 Based upon the recent comprehensive needs assessment for individuals with psychiatric disabilities, meet or exceed the number of individuals with psychiatric disabilities who receive services in FFY 2008.

GOAL 2: Improve client participation and informed choice by an overall consumer satisfaction in these areas of 80% starting baseline in FFY 2008.

Results reported in the Draft of the FFY 2007 Annual Consumer Satisfaction Assessment (10/01/2006 – 09/30/2007) conducted by PBRRTC, showed ninety-four (88%) participants were generally satisfied with the services they received from HVRSD.

Objectives:

2.1 Provide orientation and training of the DSU staff in providing opportunities for client choice and participation in their rehabilitation programs, and counseling to enhance their knowledge, skills and abilities in decision making, employment, self confidence and self-advocacy.

Results reported in the Draft of the FFY 200y Annual Consumer Satisfaction Assessment conducted by PBRRTC:

- 90% of the participants surveyed reported satisfaction with setting their vocational goals
- 91% of the participants surveyed reported satisfaction with being able to participate in identifying their services
- 86% of the participants surveyed reported satisfaction with being able to participate in choosing their service providers
- 81% of the participants surveyed indicated that their HVRSD counselor had been helpful in making them aware of the kinds of work they were able to do
- 76% of the participants surveyed indicated satisfaction with their HVRSD counselor making them aware of the jobs that were available to them
- 75% of the participants surveyed indicated satisfaction with their HVRSD counselor helping them to prepare for a job
- 72% of the participants surveyed indicated satisfaction with their HVRSD counselor's assistance in helping them find a job
- 75% of the participants survey indicated satisfaction with their HVRSD counselor's assistance in helping them keep their motivation for work

2.2 Establish and train a Client Advisory Committee consisting of current and past clients of the vocational rehabilitation program to assist the DSU in the planning, development and evaluation of the coordinated client service delivery system.

We have not established nor trained a Client Advisory Committee to assist the DSU in the planning, development and evaluation of the coordinated client service delivery system. We received Governor's approval to hire for the Staff Service Specialist who will be responsible for establishing and training the Client Advisory Committee,

however, we are still in the process of obtaining approval from DSU's Recruitment and Examination Staff on the job description of the Staff Services Specialist who be responsible for establishing and training the Client Advisory Committee. It is estimated that we will receive approval to hire by the end of FFY 2008 and accordingly, hire the Staff Service Specialist by the end of December 2008.

GOAL 3: Improve new counselor selection, training and development.

To improve new counselor training and development, we contracted with Interwork Institute of San Diego State University for the following:

Phase I: Consult with administrators, supervisors and counselors to review their training needs relative to the measures and standards of quality; the effectiveness of the current new counselor training and development of new counselors and to discuss ways to improve the critical competencies of the first-line supervisors, administrators and new counselors.

Phase II: Identify New Counselor Training Modules

Phase III: Design and Develop New Counselor Training Modules

Phase IV: Develop Implementation Plan

The following eight New Counselor Training Modules were agreed upon:

Module 1: Values

Module 2: Eligibility

Module 3: Assessment for Determination of VR Needs

Module 4: Provision of Services

Module 5: Case Closure

Module 6: Employment and Self-Employment

Module 7: Critical Thinking and Reasoning

Module 8: Effective Case Management

Current Status: Module 2 was completed and field tested by new counselors and first-line supervisors. Feedback from the new counselors and first-line supervisors has been very positive. Remaining modules are in the process of being developed and have not been field tested by the new counselors and first-line supervisors. Our goal is completion of all modules by December 2008 and field testing by June 2009.

Objectives:

3.1 Develop, implement, and evaluate a coordinated client service delivery system designed to achieve a high level of quality services, employment outcomes and client satisfaction for individuals with disabilities in the VR services program.

We have undertaken the following project plans in FFY 2008:

Project Plan 1: Hiring of Community Service Specialists for Oahu Branch

Project Plan 2: Identification, Purchase and Implementation of a Statewide Automated Case Management System

Project Plan 3: Development of a dedicated section to specialize in working with

students with disabilities.

Project Plan 4: Development of New Counselor Training and Implementation

Project Plan 5: Strengthen HVRSD's service delivery system in support of high quality employment outcomes for people with disabilities

Current Status:

We contracted the services of Mr. Dennis Higashiguchi from Nishihama & Kishida to assist and train the administrators on effective project planning and development, implementation and evaluation. All administrators and first-line supervisors have been trained on project planning and are in various stages of project development and/or implementation.

Project Plan 1: The project plan has been completed and submitted to administrator for review and approval. Approval has been given and we anticipate hire of several Community Service Specialists by the end of December 2008 at Oahu Branch.

Project Plan 2: We have identified the following automated case management systems which we feel will best meet our needs for financial management/accountability and case management: Lebera, AWARE. A site visit in Oregon is currently being scheduled to view both systems. By the end of December 2008, it is anticipated that we will complete the RFI and RHP process to purchase for field testing. It is anticipated that field testing will take approximately one year, till the end of December 2009.

Project Plan 3: Metro section has been identified and has started specialization in working with students with disabilities. To date there has been a 300% increase in referrals of students with disabilities. We are currently training staff; attending quarterly advisory meetings with each district of the Department of Education Transition Team; establishing relationships with parent organizations and are developing more off-campus work study sites.

Project Plan 4: Refer to aforementioned New Counselor Training and Development results.

Project Plan 5: HVRSD has retained the Interwork Institute of San Diego State University to design a training plan to develop a shared sense of organizational beliefs and values throughout the agency. The training plan is organized into two parts. The goal of Phase 1 activities is to develop a common, shared organizational belief system. Phase 2 activities will help VR counselor integrate the empowerment philosophy into their day-to-day work with consumers. We have successfully completed Phase 1 and will start Phase 2 on June 23 and 24, 2008. There will be a total of ten two-day training sessions in Phase 2. Phase 2 is anticipated to be completed by Fall 2009. The ten topical areas include:

- Applicability of Informed Choice in IPE and goal development
- Use of assessments in eligibility determination and plan development
- Assessment of assistive technology needs
- Appropriate use of higher education

- Relationship of the VR system with the one-stop system
- Use of Community Rehabilitation Programs
- Strategies for working with individuals with episodic or recurring disabilities
- Support of self-employment cases
- Role of VR in transition from school to work
- Purchase of high cost services

3.2 Continue consulting with and involving the SRC in the planning, development and evaluation of the coordinated client service delivery system.

The HVRSD staff has actively participated with SRC. HVRSD administration is present at all quarterly SRC meetings. The aforementioned project plans and updates are a standing agenda item at the quarterly SRC meetings. There has been active discussion on the coordinated client service delivery system changes.

We have been instrumental in the process of hiring a SRC Facilitator. We are in the final stages of agreement with the City and County of Honolulu. It is anticipated that by the end of September, 2008, the SRC facilitator will be hired.

3.3 Maintain effective working relationships with other advocacy organizations and contracted service providers including community rehabilitation programs, rehabilitation technology contractors and Client Assistance Program for ongoing program development and evaluation.

Each branch of HVRSD keeps in contact with representatives of the Client Assistance Program, CAP. We have effective working relationships with CAP on all islands.

Each branch of HVRSD has a minimum of one quarterly meeting with community rehabilitation programs. and rehabilitation technology contractors.

Advocacy organizations and rehabilitation technology contractors which we have regular contact and have established working relationships are with:

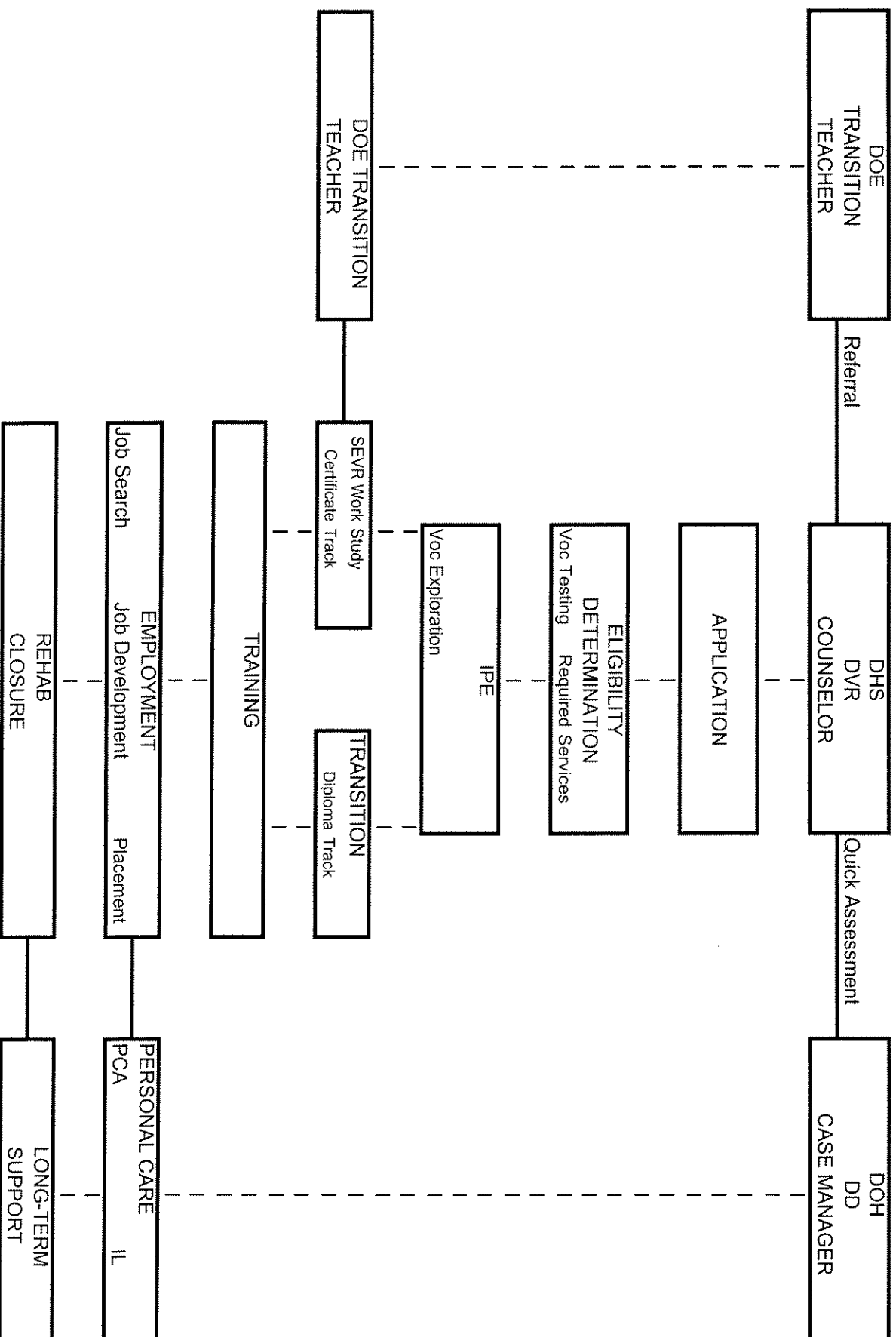
Oahu: Developmental Disabilities Council, Deaf and Hard of Hearing Advisory Board, Special Education Advisory Council, Oahu Work Links, Goodwill, Abilities Unlimited, Lanakila, Network, Island Skills Gathering, Pacific Medical

Hawaii: Workforce Investment Board, Big Island Workplace Connection, Workforce Solutions, Employment Task Force, ARC of Hilo

Kauai: Friendship Clubhouse, Ho'oheno, ARC of Kauai, Work Wise, Kauai Service Area Board

Maui: Steadfast, Mental Health Kokua, Maui Mental Health Center, Aloha House, Goodwill, Neighborhood Place, Job Corps Community Relations, Alternative Learning Center, Maui State Child Serving Agency

TENTATIVE FLOW CHART DVR/DOH/DOE



EVALUATION AND REPORT OF PROGRESS IN ACHIEVING IDENTIFIED GOALS AND PRIORITIES AND USE OF TITLE I FUNDS FOR INNOVATION AND EXPANSION ACTIVITIES

The following represents the progress in achieving the goals and priorities identified in the FFY 2007 state plan:

Priority #1. Equal or Exceed Federal Performance Standards and Indicators for Employment

Goal 1.1: To annually equal or exceed the total number of individuals who achieve an employment outcome from the previous twelve-month period.

FFY 2007 – 557
FFY 2006 - 667

We anticipated this decrease in the number of individuals who achieve an employment outcome since we continue to increase the quality of services to individuals. We anticipate that in FFY 2008, we will increase the number of individuals who achieve an employment outcome when compared to the figures for FFY 2007.

Goal 1.2: To annually equal or exceed 55.8% of the total number of individuals exiting the VR program who achieve an employment outcome.

FFY 2007 – 35.50%
FFY 2006 - 50.08%

We anticipated this decrease since we made a concerted effort to close inactive cases. Several hundred inactive cases were closed. We are on target to meet this goal for FFY 2008.

Goal 1.3: To annually equal or exceed 72.6% of all individuals who have achieved an employment outcome that are determined to be in competitive employment, self-employment and Business Enterprise program employment with earning equivalent to at least the minimum wage.

FFY 2007 – 89.00%*
FFY 2006 - 97.45%*

*For FFY 2006, calculation was based on the state minimum wage of \$6.75.

*For FFY 2007, calculation was based on the new state minimum wage of \$7.25
Which went into effect January 1, 2007.

Goal 1.4: To annually equal or exceed 62.4% of all individuals who achieve an employment outcome in competitive employment, self-employment and Business

Enterprise program employment earning at least minimum wage who are individuals with significant disabilities.

FFY 2007 – 83.00%
FFY 2006 - 84.46%

Goal 1.5: To annually equal or exceed the ratio (.52) of the average hourly wage of all individuals who exit the VR program in competitive employment, self-employment and Business Enterprise program employment to the average wage of all employed individuals in the State.

FFY 2007 - .650
FFY 2006 - .612

Goal 1.6: To annually equal or exceed the difference of 53.0 between the percentage of all individuals who enter the VR program and the percentage of all individuals who exit the VR program in competitive employment, self-employment and Business Enterprise program employment earning at least minimum wage who report their income as largest single source of support.

FFY 2007 – 64.70%
FFY 2006 - 64.62%

Priority #2: Ensure Equal Access Opportunity for Individuals with Disabilities from Minority Backgrounds

Goal 2.1: To annually equal or exceed the ratio (.80) of the percent of individuals with a minority background to the percent of individuals without a minority background exiting the program who received VR services.

FFY 2007 – 1.140
FFY 2006 - 1.027

Priority #3: Equal or Exceed Timeliness of Service Standards

Standard 3.1: Initial Contact. The time from referral for VR services to first contact (telephone, letter or in person contact is within 14 days at least 90% of time.

Data collection postponed and will be incorporated into the DSU's automated case management system following implementation. Purchase of our automated case management system is anticipated in March 2009.

Standard 3.2: Eligibility. The time from application for VR services to determination of eligibility for VR services is within 60 days at least 90% of time.

FFY 2007 – 90%

FFY 2006 – 89%

Standard 3.3: Initiation of Services. The time from determination of eligibility of VR services to completion of the Individualized Plan for Employment, IPE is within 60 days at least 90% of time.

FFY 2007 – 73%

FFY 2006 – 78%

We probably saw a decrease in the percentage of the number of cases being processed within 60 days from the time for determination of eligibility of VR services to completion of the IPE due to our focus on increasing the opportunities for clients to participate in development of their IPE. As we develop our counseling skills and our vocational assessment resources our percentage of IPE development within 60 days should increase.

Supported Employment

VRSD has established supported employment services contracts with the following community rehabilitation programs: Hawaii: ARC of Hilo, Kona Krafts; Maui: BPCS, Kalima; Oahu: Goodwill, and Abilities Unlimited. We do not have any supported employment service contracts on Kauai. For Kauai, Brenda Viado is talking with Ho'omana, a 50(C)-3 organization about providing supported employment services. We will keep you informed on her progress.

Since 10/01/07, we provided 28 individuals with significant disabilities with supported employment services for a total of \$133,300. We do not anticipate to reach our goal of providing services to 55 individuals with significant disabilities in the next three months; however, we do anticipate our costs to increase.

Innovation and Expansion

At Hoopono, there has been several transition aged youth events. All of the twelve transitioned aged youth have benefited from services received. Those who have finished high school and their Center based training have either started or are making plans to start vocational training. Four of those youth are still taking part in the Center based blindness skill training. Four are still in High School, three have started or will soon start a course of higher education to reach their vocational goals, and one is in a transitional employment situation.

Innovative activities:

- A trip in July 2007 that involved seven of Hawaii's blind youth traveling to South Dakota to meet up with young people from the Iowa Department of the Blind. After visiting several sites around Grand Rapids, the group traveled via the Iowa Department's bus to Yellowstone National Park where they camped out for one week. While at Yellowstone they prepared several of their own meals, set up and broke down the campsite, spent a day rafting on the Yellowstone River, fished in Yellowstone Lake, and went on several hikes. This trip provided an opportunity for them to meet others from a different part of the country and to learn from adult blind role models. They took part in discussions about blindness and gave serious thought on how to go about accomplishing their goals.
- In March of 2008 the 5th annual camp was held at YMCA camp Erdman on the North Shore of Oahu. Twelve youth between the ages of 15 and 24 spent five days engaging in confidence building activities including problem solving team building exercises. Because of its success, this camp is now an annual activity, however, this year the expansion was the inclusion of transition teachers from the Department of Education. The teachers observed and participated in the activities with the students and saw for themselves, the abilities of our students!

Innovative assistive technology:

An employer agreed to hire one of our clients as a Messenger in downtown Honolulu. However, the client with cerebral palsy has mobility difficulties which would preclude him from delivering packages to various locations in downtown Honolulu. Even a custom designed wheelchair did not overcome his mobility barrier. With the help of University of Hawaii staff, our assistive technology contractor staff, the vocational rehabilitation counselor and the client, modification of a Segway was developed. The modification prototype was so unique and successful that our client operating the Segway was featured on our local news, Channel KHON 2, in June 2008. Once the Segway modification is completed this summer, it is anticipated that the client will start employment.

Two of the unanticipated outcomes of this successful innovation which took months in the making is that the client can now travel on the beautiful sandy beaches of Hawaii and he doesn't have to rely on others to transport him to safety should an emergency situation arise in his apartment!