

REPORT TO THE GOVERNOR

**IN ACCORDANCE WITH THE PROVISIONS OF HAWAII
REVISED STATUTES SECTION 348-8(c) THE ANNUAL
REPORT OF THE STATE REHABILITATION COUNCIL**

**DEPARTMENT OF HUMAN SERVICES,
DIVISION OF VOCATIONAL REHABILITATION
September 2016**

STATE REHABILITATION COUNCIL

2016 Annual Report to the Governor

Welcome to the State Rehabilitation Council 2016 Annual Report to the Governor. Section 348- 8(c), Hawaii Revised Statute (HRS), requires the State Rehabilitation Council (SRC) to submit an Annual Report to the Governor on the status of Vocational Rehabilitation Programs within the State and make the report available to the public. The Annual Report highlights the Council's past State Fiscal Year's activities and accomplishments.

The SRC was created and mandated by the Federal Rehabilitation Act of 1973 as amended in 1998; implemented by the Hawaii State Legislature in HRS section 348-8, to support individuals with disabilities. The SRC plays an integral role with the Department of Human Services (DHS), Division of Vocational Rehabilitation (DVR) in administering the public vocational rehabilitation program and evaluating DVR's effectiveness in providing vocational rehabilitation services to individuals with disabilities. DVR is the state agency with a sole purpose of assisting individuals with disabilities to obtain, maintain, and advance in employment.

The SRC meets in partnership with DVR to discuss and make recommendations to support the effectiveness of services administered by DVR. The SRC meets quarterly (4 or more meetings in a Federal Fiscal Year) and all meetings are publicly announced and accessible to the general public. The SRC performs several functions to execute their duties, as outlined in the Rehabilitation Act; mainly to monitor the performance of DVR.

SRC FUNCTIONS:

The SRC must perform the following functions, after consulting with the State Workforce Investment Board. This requirement can be met, at a minimum, through the exchange of ideas between the SRC representative of the State Workforce Investment Board and other members of the SRC.

1. Review, analyze, and advise the VR unit regarding VR's performance related to:
 - Eligibility, including order of selection;
 - extent, scope and effectiveness of VR services;
 - Functions performed by State agencies that affect the ability of individuals with disabilities to achieve an employment outcome.
2. In partnership with the VR unit:
 - a. Develop, agree to and review State goals and priorities.
 - b. Evaluate the effectiveness of the VR program and submit annual progress reports to the RSA Commissioner.
 - c. Conduct a statewide needs assessment of individuals with disabilities living in the State every three years.
3. Advise the VR agency/unit regarding VR activities.
4. Assist in the preparation of the State plan, amendments to the plan, applications, reports, needs assessments, and evaluations, including those necessary for the VR agency to

satisfy the requirements of developing a "comprehensive system of personnel development" and establishing an "order of selection."

5. Review and analyze the effectiveness of and the consumer satisfaction with:
 - VR agency functions;
 - VR services provided by the VR agency and other entities; and
 - Employment outcomes achieved by eligible individuals served by VR.
6. Prepare and submit an annual report to the Governor and RSA on the status of VR services. Report should be made available to the public.
7. Coordinate the activities of the SRC with the activities of other councils, such as the SILC;
 - Advisory panel established under IDEA;
 - State Developmental Disabilities Council;
 - State mental health planning council; and
 - State Workforce Investment Board.
8. Provide for the coordination and the establishment of working relationships between the VR agency and the SILC and the centers for independent living.
9. Perform other functions that it determines appropriate and comparable to its other functions, provided they are consistent with the purpose of title I of the Act and its implementing regulations.

The Act requires the designated State VR agency/unit to:

1. Jointly develop, agree to and review annually State goals and priorities and jointly submit annual reports of progress with the SRC;
2. Consult with the SRC regularly regarding the development, implementation and revision of State policies and procedures of general applicability pertaining to the provision of VR services;
3. Include in the State plan and any revisions to the State plan, a summary of input provided by the SRC;
4. Conduct a statewide needs assessment of individuals with disabilities living in the State every three years; and
5. Transmit copies of the following to the SRC:
 - a. All plans, reports and other information required to be submitted to RSA;
 - b. All policies and information on practices and procedures of general applicability provided to or used by rehabilitation personnel in carrying out the VR program; and
 - c. Due process hearing decisions which are to be transmitted to the SRC in such a manner as to protect the confidentiality of the individuals involved.

MEMBERSHIP OF THE SRC:

- Governor appoints SRC members, unless State law grants appointing authority to another entity.
- Select members of the Council after soliciting recommendations from representatives of organizations representing a broad range of individuals with disabilities and organizations interested in individuals with disabilities who meet the requirements of § 361.5(b)(29).
- In making appointments to the SRC, the appointing authority should consider the extent to which minority populations are represented on the SRC.
- SRC members serve for three-year terms following State Fiscal calendar.
- Members cannot serve more than two consecutive terms.
- The two-term limit does not apply to the Client Assistance Program (CAP) or the American Indian VR program representatives.

SRC MEMBERS' COMPOSITION SHALL INCLUDE:

1. At least one representative of the Client Assistance Program (§348-8(a)(2));
2. At least one representative of the Statewide Independent Living Council of Hawaii;
3. At least one representative of a Parent Training and Information Center (§348-8(a)(1));
4. At least one representative of the State Educational Agency Department of Education responsible for the public education of students with disabilities (§348-8(a)(8));
5. At least one representative of Community Rehabilitation Program Service Providers;
6. At least one qualified Vocational Rehabilitation Counselor from a private agency with knowledge of and experience with vocational rehabilitation programs (§348-8(a)(3));
7. At least one representative of the State Workforce Development Council (§348-8(a)(9));
8. Four representatives of Business, Industry, and Labor (§348-8(a)(5));
9. Representatives of Disability Advocacy Groups representing a cross section of individuals with physical, cognitive, sensory, and mental disabilities, and parents, family members, guardians, advocates, or authorized representatives of individuals with disabilities who have difficulty in representing themselves or are unable due to their disabilities to represent themselves (§348-8(a)(6));
10. Current or Former Applicants for or Recipients of Vocational Rehabilitation Services (§348-8(a)(7));
11. The Administrator of the DVR, who shall be an Ex-Officio, nonvoting member (§348-8(a)(10));

The majority of SRC members must be:

- Individuals with disabilities;
- Not employed by the designated State VR unit; and
- At least one member from each county.

For purposes of SRC membership, an "individual with a disability" is anyone who:

- Has a physical or mental impairment that substantially limits one or more major life activities;
- Has a record of having such an impairment; Or
- Is regarded as having such impairment.

Council members shall serve without compensation (voluntary) but shall be reimbursed for reasonable expenses, including travel expenses, necessary for the performance of their duties.

The SRC must have at least 21 members but may have more members, provided the above minimum composition is met.

The SRC consists of diverse memberships who are advocates for individuals with disabilities.

STATE FY16 HAWAII STATE REHABILITATION COUNCIL MEMBERS

1. Rene Berthiaume (Business, Industry & Labor) Oahu
2. Arthur Cabanilla (Disability Advocacy Group) Oahu
3. Jonathan Chun (Business, Industry & Labor) Kauai
4. Gwen Keliioomalua (Business, Industry & Labor) Hawaii
5. Michele Ku (Community Rehabilitation Providers) Hawaii
6. John Kuwaye (Former Recipient of Vocational Rehabilitation Services) Oahu
7. Vivian Landrum (Business, Industry & Labor) Hawaii
8. Ann Lemke (Statewide Independent Living Council) Oahu
9. Howard Lesser (Client Assistant Program) Oahu
10. Roderick MacDonald (Former Recipient of Vocational Rehabilitation Services) Oahu
11. George Massengale (Disability Advocacy Group) Oahu
12. Michael Moore (Parent Training & Information Center) Oahu
13. Scott Murakami (Workforce Development Council) Oahu
14. Albert Perez (Administrator/Ex-Officio/Non-voting Member) Oahu
15. Kristine Takekawa (Department of Education) Oahu
16. Mark Travalino (Disability Advocacy Group) Hawaii
17. Lanelle Yamane (Vocational Rehabilitation Private Sector) Hawaii
18. Vacant (Disability Advocacy Group)
19. Vacant (Disability Advocacy Group)
20. Vacant (Disability Advocacy Group)
21. Vacant (Disability Advocacy Group)



SRC COMMITTEES

Executive Committee:

Chair – preside at all meetings of the Council and Executive Committee. The Chair shall, with the advice and counsel of the Council, determine all committees and select all committee chairpersons, subject to the approval of the Council. The Chair shall be an ex-officio member of such committees. The Chair shall communicate matters and suggestions as may tend to promote the effectiveness and usefulness of the Council in order to carry out its powers and duties.

Vice Chair – assisting the chair in carrying out important tasks, standing in place of the chair when absent and acting as a go-between for the chair and the council members.

Secretary/Treasurer – communicate to the Council any information that may be required at any time, and at least once every quarter shall cause to be submitted to the Council a financial statement to report adherence to the budget. The Secretary/Treasurer is responsible for assisting in preparing the budget for the year with the Chair and the Executive Committee. The Secretary/Treasurer will also review the meeting minutes prepared by the Division of Vocational Rehabilitation.

Standing Committee:

Legislative – charged with educating and informing the SRC membership and advocating for new legislation, and changes to existing laws and regulations for the benefit of the VR

community.

Membership – continuously monitor current classification of membership and advise SRC members what member classifications are lacking. Search for recruitment of new members to ensure proper quorum is obtained.

Needs Assessment – review and analyze the effectiveness of, and consumer satisfaction with, the performance by the Division of Vocational Rehabilitation, vocational rehabilitation services provided by state agencies, and other public and private entities, and employment outcomes achieved by eligible individuals receiving services, including the availability of health and other employment benefits in connection with employment outcomes. Review all applicable state numbers.

Policy and Procedures – advise the Division of Vocational Rehabilitation on eligibility, order of selection, extent, scope, and effectiveness of services provided, and performance of state agencies that affect or that potentially affects the ability of individuals with disabilities in achieving employment outcomes. Basically, review and monitor policies and procedures of the DVR and provide input to assist in achieving desired outcomes. Review all applicable state numbers.

State Plan – develop, agree to, and review state goals and priorities, advise the Division of Vocational Rehabilitation regarding authorized activities, and assist in the preparation of the state plan and amendments to the plan, applications, reports, needs assessment, and evaluations.

FY16 SRC ACCOMPLISHMENTS (October 1, 2015 – September 30, 2016)

- The SRC advised DVR on any issues in regards to how best to serve individuals with disabilities.
- The SRC members provided DVR with quarterly partnering council reports from Client Assistant Program (CAP), Community Rehabilitation Providers (CRP), Department of Education (DOE), State Independent Living Center (SILC), and Workforce Development Council (WDC).
- The SRC commended DVR's executed contract with City & County of Honolulu Department of Community Services for a SRC Coordinator and approved of selected candidate.
- Eight (8) individuals became official new members of the FY16 SRC. Those nominated and received new membership appointments by State Legislature were Rene Berthiaume (Business, Industry & Labor), Gwen Keliihoomalu (Business, Industry & Labor), Michele Ku (Community Rehabilitation Providers), George Massengale (Disability Advocacy Group), Roderick MacDonald (Recipient of Vocational Rehabilitation Services), Michael Moore (Parent Training & Information Center), Kristine Takekawa (Department of Education), and Mark Travalino (Disability Advocacy Group).
- SRC participated in a DVR/DLIR (Department of Labor & Industrial Relations) sponsored Stakeholder's event designed to support strong implementation of the new legislation of Workforce Innovation & Opportunity Act (WIOA). Day one featured information and ideas about service coordination for Youth and Students with disabilities to assist their transition to the world of work. Day two presented the opportunity to

engage with employers to develop strategies to address common workplace needs and ensure training programs are relevant to the economy that connects job seekers to industries that are hiring.

October, 2015

- 10/28 The SRC collaborated with DVR to sponsor an Employer/Employee Recognition Awards Luncheon that awarded eight (8) employers who have hired and supported individuals with disabilities and eight (8) former recipients of DVR services that have been successfully employed. The event was a huge success and those in attendance included dignitaries like State Legislators, Ho'opono Service for the Blind Advisory Board, and Deaf & Hard of Hearing Advisory Board. A major highlight included the Governor's Proclamation of the National Disability Employment Awareness Month of October 2015 presented by Department of Human Services Director Rachael Wong.
- 10/31-11/04 SRC member Roderick MacDonald (Former Recipient of Vocational Rehabilitation Services) was selected to attend the National Coalition of State Rehabilitation Council (NCSRC) and Council of State Administrators of Vocational Rehabilitation (CSAVR) Fall Conferences in Seattle, Washington and provided a report to the SRC.
 - Report: On the first day, the National Coalition team began the Fall Conference with a presentation on SRC 101, an overview of the SRC Mandates including modes of operating a SRC along with tips on getting work accomplished. The SRC's primary focus should be to advocate and support on behalf of individuals with disabilities by improving the quality of services provided by DVR. SRC Chairs from five (5) different states formed a panel that presented their management and operating practices. There was a workshop for attendees to brainstorm and devise an effective work plan for successful SRC utilizing strategies like Environmental Scanning or SWOT (Strengths, Weaknesses, Opportunities, and Threats). The work plan should assist SRC to achieve their goals in a strategic, measurable, attainable, results based, and time bound way. On the second day, there was a presentation evaluating DVR's Return on Investment (ROI) or more appropriately called Rate of Return between the costs of services for individuals with disabilities versus their final outcomes after completing the program (i.e. wages earned through successful employment). The SRC has a responsibility to recipients of VR services to make sure they are achieving their employment goals and that DVR does it fiscally responsible for RSA (Rehabilitation Services Administration). Then a presentation by NET (National Employment Team), an organization that offers business customers, in the private and public sectors, a designated single point of contact to connect with qualified applicants, resources and support services in their local area, multi-state or national marketplace and provides these employment supports in all 50 states, the District of Columbia and territories. The last presentation of the day was presented by RSA Commissioner Janet LaBreck, about expected changes in WIOA (Workforce Innovation & Opportunity Act) when the final regulations are revealed in Summer, 2016. She reiterated that DVR will have to place emphasis on Career Pathways and using the Dual-Customer (participant and employer) approach in the future because of WIOA. CSAVR conference began on the third day with a panel of business executives from CVS Health, Hyatt Hotels, Microsoft, Nordstrom, and KeyBank discussing their strategies for diversifying their workforce. A Core Federal Partners

panel explained their vision for collaboration and coordination for the implementation of WIOA. This panel advised DVR Administrators to focus on Career Pathways for individuals with disabilities that are results-driven towards the needs of employers. The State Partnership panel discussed challenges and opportunities in partnering to implement WIOA. The fourth day of the conference started with five (5) DVR Administrators from different states presenting how they collaborated with their WIOA core partnering agencies (DOE Adult Ed. and DOL Workforce Division as well as other community agencies) to achieve their inclusive, cohesive Unified State Plans. Most of them shared similar strategies such as having frequent meetings, understanding each other's mission and where it fits in the scope and purpose, requiring all core partners to keep the experience of the participants at the forefront of all discussions, agreeing to have cross partner referrals and/or common intakes integrated into one case management system, and understanding that implementation of WIOA is a day to day practice. A motivational speech was given by 2014 Super Bowl Champion Derrick Coleman who is a Fullback for NFL Seattle SeaHawks with a disability. A breakout session called Employment Engagement: Best Practices where the panel discussion revolved around Labor Market Information, Business Outreach, Employer Support, and Participant Training. On the last day of the conference, CSAVR held their business meeting where the Treasurer, Employment, Human Resource Development, Management Services, Social Security Relationships, Transition, Deaf/Hard of Hearing/Late Deafened/Deaf Blind, and Veterans committees all gave their reports. The final presentation was given by a panel consisting of employers from Grand Hyatt and Jack Straw Studios, VR counselors, and their former participants who were successfully employed at Grand Hyatt or Jack Straw Studios. The employers spoke about their diverse staff including individuals with disabilities. The VR counselors spoke about the services they provided for the individuals with disabilities to secure employment at these two companies. The employees with disabilities spoke about overcoming challenges and their triumphs at securing employment at such prestigious companies.

November, 2015

- 11/13 First FY16 quarterly SRC meeting
 - CAP, DVR, SILC, Legislative Committee and attendee to the NCSRC-CSAVR Fall Conference provided reports.
 - Discussion about SRC Bylaws language appears to be vague and SRC members disclosing their disability. Motion put forth for SRC members to disclose their disability to general public; council voted and motion failed.
 - Motion put forth to have SRC meetings on Saturdays; council voted and motion failed.
- 11/18 SRC participated in DVR's Oahu Branch Transition Section's training on WIOA's Pre-Employment Transition Services (Pre-ETS), Special Education Vocational Rehabilitation (SEVR) Work Study Program, JumpStart, Project Search, and other projects that are currently or will be running in selective schools to provide work experience for transition students.

December, 2015

- 12/18 SRC submitted FY 2015 Annual Report to the Governor (07/01/14-06/30/15) to Department of Human Services Director Rachael Wong.

January, 2016

- 01/15 University of Hawai'i Community Colleges (UHCC) Director of Workforce Development and member of the Hawaii's Workforce Development Council Scott Murakami appointed to represent the Workforce Development Council on the SRC.
- 01/22 The SRC Legislative Committee sponsored two (2) bills that were introduced to the Legislature. SB 2209 Employment Preference Bill where procurement preferences for companies bidding on State and City & County contracts that pledged to hire individuals with disabilities during the duration of that contract. SB 2337 is the Sheltered Workshop Bill that would eliminate the need for a Community Rehabilitation Provider Agencies to have a Special Worker's Certificate in order to be on the Partners in Employment Program list.

February, 2016

- 02/01 DVR's contract with City & County of Honolulu Department of Community Services for SRC Coordinator was executed. SRC Coordinator officially onboard as staff support for the SRC.
- 02/12 As quorum was not achieved at quarterly meeting time, an informal session took place to discuss pertinent information. DVR Administrator Albert Perez revealed to the SRC that he attended the National Convening of Workforce Leadership Conference in Washington DC January 26-28 to connect with other national, state, and local leaders to discuss America's workforce system. States were invited to form teams with leaders representing partners and key stakeholders implementing the Workforce Innovation & Opportunity Act (WIOA). Session highlights included: Implementing the Vision of WIOA; Insights from Workforce & Federal Leaders; Strategic Planning for State Teams; Peer-to-Peer WIOA Discussions; Leadership Workshops on Innovation; and Facilitated Peer Networking. The SRC acquired information about Comprehensive Economic Development Strategies (CEDS) which is designed to bring together the public and private sectors in the creation of an economic roadmap to diversify and strengthen regional economies; basically trying to understand where the opportunities for growth are in Hawaii's economy by researching labor market analytics and data. The SRC attained knowledge about Employment First State Leadership Mentoring Program (EFSLMP), a program grant that helps states align policies, regulations and funding priorities to encourage integrated employment for individuals with significant disabilities.
- 02/25 Testimony hearing GM613 to alter Michael Moore's interim status representing Parent Training & Information Center with expiration date of 06/30/15 to permanent appointment status was confirmed and will expire 06/30/20.

March, 2016

- 03/01 SRC State Plan Committee submitted Input 42c for DVR's Priorities, Strategies, and Goals portion of the Unified State Plan (see attached). The Workforce Innovation and Opportunity Act (WIOA) was passed and signed into law in July 2014, which reauthorized

the Workforce Investment Act, and went into effect July 1, 2015. As a result, states are required to develop Unified/Combined State Plans that require planning across core programs (Adult Program, Dislocated Worker Program, Youth Program, Wagner-Peyser Act Program, Adult Education and Family Literacy Act Program, and the Vocational Rehabilitation Program) and to develop more comprehensive and integrated approaches to services, such as career pathways and sector strategies. Input provided by the State Rehabilitation Council, including input and recommendations on the VR services portion of the Unified or Combined State Plan, recommendations from the Council's report, the review and analysis of consumer satisfaction, and other council reports that may have been developed as part of the council's function. The SRC had the following seven (7) recommendations to complement DVR's goals and priorities:

1. DVR should include more details regarding the specific percentage and numerical goals they hope to achieve. If the specific numerical or percentage increases are dictated by the Common Goals they should be expressly included in the DVR priorities. If the specific numerical or percentage increases are not dictated by the Common Goals DVR should state in its priorities a reasonable numerical or percentage goal for itself.
2. DVR's goals do not indicate how its Priority 1 and Priority 2 goals will be implemented or coordinated with the State Department of Education, particularly in regards to participants who are not in Adult Education. The only mention of a partnership with the State Department of Education is "Project Search" which is only a one year program and perhaps the "EFSLMP" program. DVR should include as a priority establishing and/or expanding a working relationship with the State Department of Education beyond these two limited programs (see comment #7 below).
3. While the SRC recognizes DVR's efforts in increasing employer engagement and the utilization of the BLN model as well as working with the Chamber of Commerce and SHRM, more specific strategies need to be articulated how working the BLN model or with other organizations will be accomplished. In addition, the SRC has a concern that while the BLN model might assist in greater employer participation, how clients are served through either the existing DVR counselors or through interaction with the Counties' WIB one stops need to be addressed. This is especially true as to how Priority 3 will relate to Priorities 1 and 2 (See also comment #6 below).
4. Priority 4 should provide some kind of time line for accomplishing the stated goals.
5. DVR needs to train DOL personnel in disability awareness regarding workforce development, e.g., sensitivity training.
6. SRC appreciates the implementation of business leadership, but how DVR's client's needs are going to be addressed through this model needs to be specifically articulated.
7. DVR needs to enter into a MOA with both DOE-Special Education and DOH-Developmental Disabilities Division for identification, training and placement of 504 and IEP eligible students who have developmental disabilities.

The Designated State Units response to the Council's input and recommendations;

- DVR will establish the specific percentage and numerical goals with timelines once guidance is received from the Rehabilitation Services Administration (RSA).
- DVR will prioritize the establishment and expansion of a working relationship with the State Department of Education. We are currently working with DOE, Adult Basic Education to identify Career Pathways that are relevant to each county. We are initiating the move from career pathways as special programs to career pathways as the workforce development system's new way of doing business. Hawaii has six (6) pathways: Arts and Communication; Business; Health Services; Industrial and Engineering Technology; Natural Resources; Public and Human Resources.
- Kauai DVR started Hookipa Workforce Academy at Waimea High in August 2015. This is a great example of our collaborative effort between DOE and DVR where participants are not in Adult Education.
- DVR is currently working with the DOL/Workforce Development Division, DOE/ Adult Basic Education and the US Business Leadership Network (BLN) to learn, network and build local business relationships with key leaders of companies and employers in the private sector that have demonstrated leadership and commitment to disability inclusion. USBLN is a national non-profit, non-partisan business-to-business network promoting workplaces, supply chains and marketplaces where people with disabilities are included. We are working with the Disability Employment Initiative (DEI) grant staff to promote development of BLN Affiliates on Oahu, Kauai and Maui.
- DVR participated in Partnerships on the Move (POM) during 2015 to increase our interaction with the Counties' WIB one stops. POM included DOE/DOL/DHS – DVR and WIB staff to learn about each partners' roles and responsibilities for training and job placement of persons' with disabilities. Our goal is to create a smooth transition of services with a unified entry point.
- The Hawaii County WIB disbanded in August 2015 and the new WIOA board is being established. The Hawaii Mayor's office is working to have a board set by the end of October 2015.
- DVR has a Memorandum of Agreement (MOA) with the DOE, the DOH/Developmental Disabilities Division, and the State Council on Developmental Disabilities. The purpose of the MOA is to establish a collaborative system to create and change system policies and practices. The desired outcome will be to promote competitive, integrated employment of individuals with intellectual and developmental disabilities (IDD). The collaborative efforts shall include, but not limited to: 1) Planning meeting, 2) Training/Implementation of policies that effectively prepare and transition

youth and young adults with I/DD from secondary to post-secondary education to competitive employment within integrated settings. The MOA was signed by all stakeholders, effective July 2012. Currently DVR, DD and Medquest are working towards completion of a Cooperative Agreement amongst the agencies.

The designated State unit's explanations for rejecting any of the Council's input or recommendations.

- DVR continues to have a good working relationship with SRC and does not reject any of the Council's input or recommendations.
- 03/07-03/21 Unified State Plan available for public comment and SRC members contributed with suggestions along with the public. The SRC had concerns about employment goals Homemaker and Unpaid Family Worker being eliminated under WIOA and the requirement for DVR to spend 15% of its budget on students/youths with disabilities which may limit funding for services for the adult population especially the Older Individuals who are Blind (OIB) program.
- 03/09 SRC received Federal FY15 Consumer Satisfaction Survey compiled by Pacific Disabilities Center. The survey helps to fulfill the requirements of the Rehabilitation Act that mandates designated state agencies to conduct a review and analysis of the effectiveness of consumer satisfaction with agency functions, services, and outcomes from consumers who exited the DVR process. The Pacific Disabilities Center makes it as easy as possible for consumers to participate in the survey and is presented in their preferred format based on their disability with understanding that participation is voluntary. The survey was sent to 1097 with 194 completing the surveys for a response rate of 17.6%. The majority of the consumers are most-significantly disabled. Survey consisted of 19 scaled questions and three open-ended questions and revealed that consumer's communication and working well with VR Counselor scored high but achieving their VR goals scored low.
- 03/14 SRC received the results of the completed 2015 – 2017 Triennial Comprehensive Statewide Needs Assessment (CSNA) prepared by the Interwork Institute at San Diego District University that identifies and describes the rehabilitation needs of individuals with disabilities. The Rehabilitation Act mandates that the Division of Vocational Rehabilitation (DVR) complete a Needs Assessments (and Consumer Satisfaction Survey) with assistance from the State Rehabilitation Council (SRC) in order to compile a State Plan that best serve individuals with disabilities. The results of the needs assessment efforts provide strategic planning information and offer stakeholders a means of communicating needs and educating service providers. The following was assessed:
 1. DVR is characterized as a compassionate organization that strives to do a good job of serving individuals with disabilities in Hawaii;
 2. DVR consumers need to develop employment goals that are realistic, in-demand and job-driven, or developed in response to available jobs in the community;
 3. Lack of job skills adversely affect DVR's general population of consumers in the pursuit of their employment goals;
 4. DVR consumers need to develop their social skills in order to increase their ability to obtain and retain employment;

5. DVR has increased their community outreach and is developing stronger community partnerships in the last two years; and
6. The speed of service delivery needs to increase in order to more effectively meet the needs of DVR consumers.

SRC will utilize this information in a strategic manner that results in provision of vocational rehabilitation services designed to address current needs of individuals with disabilities who seek employment.

- 03/29 Testimony hearing for new applicants to the SRC: GM718 for Jodi Asato (Business, Industry & Labor), GM722 for Scott Murakami (Workforce development Council), and GM 720 for Shirley Sybert (Disability Advocacy Group), and renewing terms SRC members GM715 for Ann Lemke (Statewide Independent Living Council), GM717 for Howard Lesser (Client Assistant Program), and GM717 for John Kuwaye (Former Recipient of Vocational Rehabilitation Services). All were considered and confirmed for the term of 07/01/16-06/30/19.

April, 2016

- 04/16-04/20 Three (3) SRC members Michele Ku (Community Rehabilitation Provider), George Massengale (Disability Advocacy Group), and Scott Murakami (Workforce Development Council) were selected to attend the National Coalition of State Rehabilitation Council (NCSRC) and Council of State Administrators of Vocational Rehabilitation (CSAVR) Spring Conferences in Bethesda, Maryland and provided a report to the SRC.
 - Report: The National Coalition team began the Spring Training with a presentation on Maximizing the SRC Potential, an overview of the SRC role and mandates per Section 105 of the amended Rehabilitation Act. The main objective for the SRC is to determine if the State's Division of Vocational Rehabilitation is providing opportunities for employment outcomes within their systems for individuals with disabilities. There was a group activity where members of the group discussed what the SRC needed to do to maintain credibility with DVR. Then a presentation on Workforce Innovation & Opportunity Act (WIOA). Information the Coalition covered was the amending and reauthorization of the four core programs; Workforce Investment Act of 1998, Adult Education & Family Literacy Act, Wagner-Peyser Act of 1933, and Rehabilitation Act of 1973. They highlighted the key changes of this Act such as a Unified/Combined State Plan and alignment of services, common performance measures, and renewed commitment for workforce development to increase opportunities for those facing barriers to employment with emphasis placed on youth in transition, particularly Pre-Employment Transition Services (PETS). The services should assist in career advancement through the use of career pathways. RespectAbilityUSA presented statistics comparing each state's Unified State Plan drafts and how to make improvements to increase successful closures of participants in the VR program. Day 2 of the training began with a presentation on Partnering with Vocational Rehabilitation, an interactive panel consisting of three (3) State VR Administrators accompanied by their state's SRC member to discuss how they partner together to achieve the goals set forth by Rehabilitation Services Administration (RSA). The panel discussed collaborating on their State Plan, the Comprehensive Statewide Needs Assessments (CSNA), Consumer Satisfaction Survey (CSS), and the Annual Report to the Governor. A presentation on Technical Assistance Center

(TAC) for Targeted Communities explained how workforce development systems improve the capacity of State Vocational Rehabilitation (VR) agencies and their partners to increase participation levels for individuals with disabilities from low-income communities and to equip these individuals with the skills and competencies needed to obtain high-quality competitive integrated employment. Later, a presentation on how the SRC can utilize the RSA website to obtain data to best assist DVR. An RSA consultant spoke on how it monitors each state DVR agency and what data they expect DVR to collect for reporting. The Council of State Administrators of Vocational Rehabilitation (CSAVR) began on day 3 with “Vision for Partnership” presented by the RSA Commissioner, Deputy Commissioner, Director, and Acting Director relating how DVR can collaborate with its core partners to create strategies to implement WIOA in their Unified State Plan. The panel announced that the WIOA’s final regulation will be revealed in June. Next, Lockheed Martin, Prudential Financial, and University of Boston Research Institute all spoke on what their company was doing to increase disability inclusion in their workforce. The Regional Meeting was held during lunch; Region IX is comprised of Arizona, California, Nevada, and Hawaii & Pacific Islands. Topics included discussing what were the significant issues facing each state DVR agency, how each state was implementing Pre-ETS per WIOA and a presentation by San Diego Institute on Workforce Innovation Technical Assistance Center (WINTAC) about a new computerize program to share common performance measures across core partners. The afternoon was focused on Standing Committee Meetings breakout sessions; Deaf & Hard of Hearing, Social Security Relationships, Human Resource Development, Rehabilitation Research, Employment, Transition, and Veterans. The fourth day was devoted to Capitol Hill visits meeting with the State Senators and Legislative Assistants to examine issues that are affecting the State of Hawaii. First was a “Talk Story” visit with Senator Mazie Hirono who spoke about the recent vote on illegal immigrants and how Hawaii is vulnerable to new threats of cyber-terrorism by the intentional use of computer, networks, and public internet to cause destruction due to Hawaii’s dependence on mainland supplies to function. She revealed her concerns about North Korea and China. Randolph Sheppard Act, a federal law which mandates a priority to blind persons to operate vending facilities on Federal property. This matter was discussed with Legislative Assistant Jonathan Elkin because Schofield Barracks has been phasing out their blind vendor which is a concern for Ho’opono. SRC Members met with Aimee Grace at Senator Schatz’s office who discussed safety and medical access to all in Hawaii. We met with Dave Chun at Congresswoman Gabbard’s office who related that he was a civil rights activist in the sixties and had concerns if Donald Trump became president. The visit with Kana Smith at Congressman Takai’s office was constantly interrupted by a flashing red light and siren to announce that the Senate and the House were voting. On the last day of the conference, CSAVR held their business meeting where the Treasurer, Employment, Human Resource Development, Management Services, Social Security Relationships, Transition, Deaf/Hard of Hearing/Late Deafened/Deaf Blind, and Veterans committees all gave their reports. The final presentation was about the different types of Technical Assistance Centers for a specified type of population. San Diego Institute spoke about Workforce Innovation Technical Assistance Center (WINTAC). The Workforce Development Institute for Educational Leadership in Washington DC spoke about Vocational Rehabilitation Technical Assistance Center for Youth with Disabilities (VRTAC-Y).

Northern University Institute on Human Development spoke on American Indian Vocational Rehabilitation Technical Assistance Center (AIVRTAC).

- 04/28 Boards & Commissions granted extended interim status for SRC members George Massengale (Disability Advocacy Group), Mark Travalino (Disability Advocacy Group), and Lanelle Yamane (Vocational Rehabilitation Private Sector) whose terms expires 6/30/16 to 6/30/17 with assurance that they will be appointment permanent status at next legislative session Spring 2017.

May, 2016

- 05/05 The SRC Legislative Committee sponsored Bills SB 2209 Employment Preference Bill and SB 2337 Sheltered Workshop Bill were not passed thru Legislature at this time but were encouraged to re-introduce the Bills at the next legislative session in Spring 2017.
- 05/13 Oath of Office signing and notarization for new members Jodi Asato (Business, Industry & Labor), Scott Murakami (Workforce Development Council), and Shirley Syper (Disability Advocacy Group); for second term Ann Lemke (Statewide Independent Living Council) and John Kuwaye (Former Recipient of Vocational Rehabilitation Services); and extended exempt term Howard Lesser (Client Assistant Program), all effective beginning July 1, 2016.
- 05/13 Second FY16 quarterly SRC meeting
 - CAP, CRP, DVR, SILC, WDC, Legislative Committee, and attendees to the NCSRC-CSAVR Spring Conference provided reports.
 - DVR Budget presentation by DVR Program Specialist Kim Wu explained how Federal and State monies are allocated in the program.
 - Discussion that Federal mandates 34 CFR 361.17, Hawaii SRC mandate HRS 348.8, and Hawaii SRC Bylaws are not in sync regarding membership, SILC representation, and Executive Committee elections. Motion put forth to revised HRS 348-8 to reduce 21 appointed memberships to match Federal 34 CFR 361.17 of 15 members to guarantee quorum is met at quarterly meetings; council voted and motion approved. The Legislative committee will present proposal at the next legislative session in Spring 2017.
 - Motion put forth to follow a Consent Agenda; council voted and motion approved

June, 2016

- 06/20 Oath of Office signing and notarization for interim members George Massengale (Disability Advocacy Group), Mark Travalino (Disability Advocacy Group), and Lanelle Yamane (Vocational Rehabilitation Private Sector), all effective beginning July 1, 2016
- 06/20 Third FY16 quarterly SRC meeting
 - DOE, DVR, SILC, and WDC provided reports.
 - Consent agenda implemented.
 - Discussion about filming quarterly meetings to be shown on Olelo television program.

- Standing Committees objectives defined. Motion put forth to accept the Membership, Needs Assessment, Policy & Procedures, and State Plan Committees descriptions as proposed: council voted and motion approved. The SRC formed Standing Committees: Membership, Needs Assessments, Policy & Procedures, and State Plan so they could convene on topics of concerns requiring more research and scrutiny. The committee members can then present their efforts to the council for final approval at quarterly meetings. Standing Committee Members were selected: Membership Committee – Chair Art Cabanilla, Gwen Kelihoomalua, and John Kuwaye; Needs Assessment Committee – Chair George Massengale, Howard Lesser, Michael Moore, Kristine Takekawa, and Lanelle Yamane; Policy & Procedures Committee – Chair Vivian Landrum, Michele Ku, Ann Lemke, and Mark Travalino; State Plan Committee – Chair Michele Ku, Howard Lesser, and Scott Murakami.

July, 2016

- New SRC members term appointments began: Jodi Asato (Business, Industry & Labor), Scott Murakami (Workforce Development Council), and Shirley Syper (Disability Advocacy Group); for second term Ann Lemke (Statewide Independent Living Council) and John Kuwaye (Former Recipient of Vocational Rehabilitation Services); and extended exempt term Howard Lesser (Client Assistant Program), all effective beginning July 1, 2016.

August, 2016

- 08/12 Oath of Office signing and notarization where members pledge to uphold the mission and purpose of the SRC. New SRC members Jodi Asato (Business, Industry & Labor), Scott Murakami (Workforce Development Council), and Shirley Syper (Disability Advocacy Group); interim status George Massengale (Disability Advocacy Group), Mark Travalino (Disability Advocacy Group), and Lanelle Yamane (Vocational Rehabilitation Private Sector); second term Ann Lemke (Statewide Independent Living Council) and John Kuwaye (Former Recipient of Vocational Rehabilitation Services); and extended exempt term Howard Lesser (Client Assistant Program), all effective beginning July 1, 2016.
- 08/12 Fourth FY16 quarterly SRC meeting
 - Point of Order called regarding SRC members' validity over Governor's office rejecting original Oath of Office documents. Motion put forth to proceed with the August 12 SRC Meeting: council voted and motion approved
 - Partner Councils CRP, SILC, and WDC and Standing Committees Legislative, Membership, and Policy & Procedures all provided reports.
 - Executive Committee nominations slate: Michele Ku was nominated for Chair; Rene Berthiaume and Howard Lesser were nominated for Vice Chair; and George Massengale and Jodi Asato were nominated for Secretary/Treasurer
 - Motion put forth to hold an new Executive Committee election at this meeting because current Bylaws election rules inconsistent with members terms: council voted and motion not approved
 - Motion put forth for the SRC to accept Sector Strategies to assist DVR's

- employment development activities: council voted and motion approved
- Motion put forth to select SRC members to attend specific training that strategically coincides with their committee's mission: council voted and motion approved
- Pacific Disabilities Center presenting data collected this far for the Consumer Satisfaction Survey covering first half of FY17
- 08/26 SRC participated in the Accessible Technology Workshop at Ho'opono for individuals who are blind/visually impaired. Two (2) SRC members were presenters in topics such as: Intro to iPhone; Everything and Anything to Input Information; Downloading Books & Reading; and Travel & GPS Apps. Around 94 people attended that included senior citizens, students, blind employees, professionals serving people with disabilities, parents, teachers and children.

September, 2016

- 09/27 SRC Member attended Rehabilitation Services Administration (RSA) Regional Meeting training on WIOA's Final Regulations implementing program-specific changes made to the State Vocational Rehabilitation Services program and the State Supported Employment Services program, as well as those implementing Limitations on the Use of Subminimum Wage in new Section 511 of the Act.

Conclusion

- The SRC satisfied Federal Mandate 34 CFR 361.17 and HRS 348-8 minimum requirement to convene a minimum of four quarterly meetings within State FY 2016 (07/01/15-06/30/16); 09/18/15, 11/13/15, 05/13/16, 06/20/16.
- The SRC lost two (2) members at the end of State FY16: Jonathan Chun: second term ended and Roderick MacDonald (Former Recipient of Vocational Rehabilitation Services) resigned.

SRC FUTURE PLANS FOR STATE FY2017

- Continue to support on behalf of persons with disabilities;
- Continue to review, analyze and advise the VR agency regarding its performance of responsibilities that affect the ability of consumers to achieve employment outcomes;
- Continue to develop, agree to and review State goals and priorities of the VR program;
- Continue to assist VR in the preparation of the VR State Plan, amendments to the plan and needs assessment;
- Continue to review and analyze the effectiveness of the VR Program and consumer satisfaction;
- Continue to coordinate its activities with the activities of other disability-related councils within the State; and
- Continue to prepare and submit a SRC Annual Report to the Governor and Commissioner of the Rehabilitation Services Administration.

VOCATIONAL REHABILITATION PROGRAM (VR)

VR MISSION – The Division of Vocational Rehabilitation (DVR) exists to serve its participants. Staff works as a team so participants can achieve their hopes and aspirations for meaningful employment through timely and individualized vocational rehabilitation services.

VR VISION – To Move Forward to Work

VR provides vocational rehabilitation services to assist individuals with disabilities to prepare for, obtain, and maintain/regain employment. The economic benefits of VR are significant. They include increased earnings and purchasing power, increased taxes paid, and a decreased dependency on public assistance.

DVR Services Program funding consists of 78.8% Federal money and 21.3% State money whereas the State has to match the Federal portion in the Federal Fiscal year

DVR STATE FISCAL YEAR 2016

- DVR received 1625 new referrals.
- DVR served 8430 individuals with disabilities statewide.

The vocational rehabilitation program's primary measure of the success is the number of job seekers with disabilities who have successfully achieved their employment goals.

- 372 consumers achieved Employment whereas 96 in competitive employment

VR is a cost effective program that pays for itself. Within the first two years of employment, the average rehabilitated individual will have repaid the full cost for their vocational rehabilitation services. This means going forward, the rehabilitated individual will contribute to the State's economy.

- Total expenditures for services was \$18,824,844
- Average case service per consumer was \$2481.58

DVR PROGRAM ACHIEVEMENTS (as it relates to the SRC)

- DVR successfully collaborated with WIOA Core Partners to create Unified State Plan effective July 1, 2016 through June 30, 2020 submitted to the U.S. Secretary of Labor.
- DVR implemented Summer Youth Employment Program with the City & County of Honolulu Department of Community Services teaching students with disabilities soft skills needed to transition to work which satisfied WIOA requirements for PETS (Pre-Employment Transition Services).
- DVR provided testimonies to the Hawaii State Legislature on behalf of new members for the SRC.
- DVR invited the SRC to participate in the DVR/DLIR Stakeholder's event to interact with

employers to understand their needs and their concerns when hiring individuals with Disabilities.

- DVR included the SRC for the Employer/Employee Recognition Awards Luncheon rewarding exceptional businesses who supported recipients of DVR services.
- DVR was instrumental in creating the contract with City & County of Honolulu Department of Community Services to provide the SRC with a SRC Coordinator for staff support.
- DVR provided Budget Presentation to inform SRC how federal/state monies are allocated for services and administration.
- DVR met with Client Assistant Program (CAP) representative for quarterly meetings.
- DVR attended Statewide Independent Living Council (SILC) quarterly meetings.
- DVR completed the 2015 – 2017 Tri-annual Comprehensive Statewide Needs Assessment (CSNA) and the Federal Fiscal Year 2015 (October 1, 2014 – September 30, 2015) Consumer Satisfaction Survey.
- DVR sponsored two (2) SRC members to attend the Fall 2015 National Coalition of State Rehabilitation Council (NCSRC) trainings in Seattle, WA and three (3) SRC members to attend the Spring 2016 Council of State Administrators of Vocational Rehabilitation (CSAVR) trainings in Bethesda, MD.

2016 DVR Unified State Plan

Attachment 4.11 (c) (1) State Goals and Priorities

Attachment 4.11 (d) State Goals and Strategies

Priority I: To provide Pre-Employment Transition Services (PETS)

- A. DVR investigated the needs of youth and students with disabilities in their 2015 Comprehensive Statewide Needs Assessment (CSNA). It is clear from the interviews and the survey results that youth in Hawaii have a need to receive pre-employment transition services (PETS). Each of the PETS was noted as a need on a recurring basis when discussing the needs of transition-age youth.
- B. Required Activities
- Job exploration counseling.
 - Work-based learning experiences, which may include in-school or afterschool opportunities, or experience outside the traditional school setting (including internships), that is provided in an integrated environment to the maximum extent possible.
 - Counseling on opportunities for enrollment in comprehensive transition or postsecondary educational programs at institutions of higher education.
 - Work place readiness training to develop social skills and independent living
 - Instruction in self-advocacy, which may include peer mentoring.
- C. Required Funding: 15% of the Vocational Rehabilitation Basic Support VR Grant = approximately \$1.9 million.
- D. Target Population: Students receiving transition services pursuant to IDEA or is a student who is an individual with a disability under Section 504 ages 14 - 21. A youth with disability is ages 14 – 24 regardless of if they are in school or not. All students and youth are covered under 504; all students with disabilities are youth, but not all youth with disabilities are students.

Pre-ETS Goals

- Goal 1.1 Annually increase the percentage of participants who obtain a postsecondary credential or high school diploma (subject to special rule).
- Goal 1.2 Annually increase the percentage of participants who during a program year achieve a measureable skill gain.
- Goal 1.3 Annually increase the percentage of participants who during a program year participate in work-based learning experiences and internships.
- Goal 1.4 Annually increase the number of participants employed a minimum of 90 days.

Pre-ETS Strategies

- A. Developing programs which includes: (1) career exploration; (2) soft skills training in communication, self-awareness, accountability, and respect for oneself; and (3) training on issues such as communication with coworkers, unhelpful thinking patterns, motivation

for work, and encourages peer support to work through personal barriers that may prevent a consumer from maintaining work.

- B. iCan: Preparatory classes for youth and students for college and careers. All graduates will receive a National Career Readiness Certificate (NCRC)—recognized as the most effective strategy for certifying workplace skills and predicting workplace success. Classes will be provided by Adult Education and Community College programs.
- C. Project Search: The Project SEARCH High School Transition Program is a unique, business led, one year, school-to-work program that takes place entirely at the work place. Total workplace immersion facilitates a seamless combination of classroom instruction, career exploration and, relevant job skills training through strategically designed internship. The focus is on serving young adults with a variety of developmental disabilities (acquired before age 22 such as intellectual disability, visual impairment, learning impairment, orthopedic impairment, autism, etc.) with competitive employment as the end goal.
- D. Summer Youth Employment Program: Partnering with the State Workforce Development Division and/or the Honolulu, Maui, Kauai and Hawaii Counties, the program would provide paid work-based learning experiences, internships, and employment. VR's goal is to enroll 300 students (high school and college) ages 16 - 24 in the program per year— 200 on Oahu; 25 on Kauai, 25 on Maui, 25 in Hilo and 25 in Kona.

Priority 2: To provide Supported Employment (SE) Services to Youth

- A. Finding –1997 c287: “The legislature finds that the rate of unemployment among individuals with developmental disabilities or other significant disabilities is high due to the limited employment opportunities available to them. Given that individuals with developmental disabilities or other significant disabilities are capable of filling employment positions in the general workforce population, supported employment is an effective way of integrating such individuals into the general workforce population. The creation of supported employment programs can increase the types and availability of employment positions for individuals with developmental disabilities or other significant disabilities.” (1999 c 178 & 1:1997 c 287 & 1.)
- B. “Supported Employment” means employment for individuals with developmental disabilities or other significant disabilities who require on-the-job training and long-term support in order to fulfill their job duties successfully. Supported employment offers the same wages and benefits as similar nonsupported employment positions.
- C. Required Funding: 50% of the Vocational Supported Employment Grant and 10% state match= approximately \$167,000.
- E. Target Population: A youth with disability is ages 14 – 24 regardless of if they are in school or not. All youth are covered under 504.

SE Goals

Goal 2.1 Annually increase the percentage of youth who during a program year participate in work-based learning experiences and internships.

Goal 2.2 Annually increase the number of youth employed during the fourth quarter after exit.

Goal 3.2 Annually increase the percentage of employers providing customized employment to

individuals with significant disabilities. Customized employment means, in general, competitive integrated employment designed to meet both the specific abilities of the individual with a significant disability and the business needs of an employer.

SE Strategies

- A. Implement a Memorandum of Agreement with the Department of Health (DOH), Developmental Disability Division (DDD), Department of Human Services (DHS) Vocational Rehabilitation and MedQuest Divisions which:
 - Streamlines the transition from DDD to DVR for youth.
 - Maintains the youth’s choice for provision of services.
 - Maintains work incentives for youth to continue Medicare benefits.
 - Clearly delineates the roles and responsibilities of each division’s staff.
- B. Continue participation in the national Employment First State Leadership Mentoring Program Framework program (EFSLMP). The core partners for EFSLMP are Division of Vocational Rehabilitation, Developmental Disability Division, MedQuest Division and Special Education. The Office of Disability Employment Program is providing technical assistance and training for “customized employment”-- employment in an integrated work setting in which individuals are working on a short-term basis toward competitive integrated employment. For individuals with most significant disabilities:
 - For whom competitive integrated employment has not historically occurred; or
 - For whom competitive integrated employment has been interrupted or intermittent as a result of a significant disability; and
 - Who because of the nature and severity of their disability, need intensive supported employment services and extended services.

Priority 3: To increase employer engagement

Under WIOA, the Departments are required to consult with stakeholders and receive public comment on proposed approaches to defining the indicator. Based on the consultations, the Departments have established several potential measures that could be used.

- Measure employee retention rates tied to the employment they obtained after receiving WIOA services.
- Measure the repeat/retention rates for employers’ use of the core programs.
- Percent of employers that are using the core program services out of all employers represented in an area or State served by the system.

Employer Engagement Goals

Goal 3.1 Annually increase the number of employers who provide opportunities for individuals with disabilities to participate in work-based employment experiences and internships.

Goal 3.2 Annually increase the number of employers who provide permanent employment for individuals with disabilities.

Goal 3.3 Annually increase the repeat/retention rates for employers who provide opportunities for individuals with disabilities to participate in work-based employment experiences,

internships and/or permanent employment.

Employer Engagement Strategies

- A. Using the Hawaii Island Business Leadership Network (BLN) as a model, assist in the establishment of BLNs in the counties of Oahu, Maui and Kauai.
- B. In collaboration with the Chamber of Commerce and the State Human Resource Managers (SHRM), establish the framework for “Employer Fairs.” The goal is to identify the employer’s training needs to increase the productivity/capacity of their current employees and/or to increase their pool of qualified applicants in high-turnover or hard-to-fill occupations.

Priority 4: To develop common data collection for Unified State Plan

- A. Section 101(a)(23) requires DSUs to assure that the State will submit to the Secretary reports required by Section 101(a)(15) at such time and in such manner as the Secretary may determine to be appropriate. The VR services portion will be submitted with all other components of the Unified or Combined State Plan every four years with modifications submitted every two years.
- B. WIOA describes six primary indicators of performance for core programs at the state and local levels:
 - Percentage of program participants employed during the second quarter after exit
 - Percentage of program participants employed during the fourth quarter after exit.
 - Median earnings of program participants
 - Percentage of participants who obtain a postsecondary credential or high school diploma (subject to special rule).
 - Percentage of participants who during a program year achieve a measurable skill gain.
 - Effectiveness in serving employers.

Data Collection Goals

- Goal 4.1 In collaboration with the core partners, define the parameters for each of the six primary indicators of performance.
- Goal 4.2 In collaboration with the core partners, identify an automated data collection system that collects the data for each of the six primary indicators of performance which is user friendly and affordable.
- Goal 4.3 Upon completion of goals 4.1 and 4.2, purchase, install automated data system for the collection system.
- Goal 4.4 Train core partner staff on the use of the automated data collection system.

Data Collection Strategies

- A. Update our current Automated Case Management System to obtain the data necessary for compliance in completing the RSA 113, RSA 425, RSA 2, RSA 692 and RSA722 reports.
- B. Work with the core partners to identify a data collection system for the six primary indicators of performance and define the roles and responsibilities of the core partners for the collection and reporting of the data for the Unified State Plan.