

DAVID Y. IGE
GOVERNOR



PANKAJ BHANOT
DIRECTOR

CATHY BETTS
DEPUTY DIRECTOR

STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES

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

January 4, 2019

Governor David Y. Ige
Executive Chambers
Hawaii State Capitol
Honolulu, Hawaii 96813

SUBJECT: REPORT IN ACCORDANCE WITH SECTION 348-8(c), HAWAII REVISED STATUTES

Dear Governor Ige,

Attached is the following report submitted in accordance with:

- SECTION 348-8(c), HAWAII REVISED STATUTES, Related to the State Rehabilitation Council.

This report is available to the public and may be viewed electronically at
<http://humanservices.hawaii.gov/reports/legislative-reports/>.

Sincerely,

Pankaj Bhanot
Director

Ecopy only:

President of the Senate Ronald Kouchi
Speaker of the House Scott Saiki
Office of the Lieutenant Governor
Department of Budget & Finance
Legislative Auditor
Senator Russell E. Ruderman, Chair, Senate Committee on Human Services
Representative Joy A. San Buenaventura, House Committee on Human Services &
Homelessness

REPORT TO THE GOVERNOR

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

DEPARTMENT OF HUMAN SERVICES

DIVISION OF VOCATIONAL REHABILITATION

December 2018

STATE REHABILITATION COUNCIL

Welcome to the State Rehabilitation Council 2018 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 fiscal year activities and accomplishments.

Council Purpose

The State Rehabilitation Council (SRC) gives advice to and works in partnership with the Hawaii Vocational Rehabilitation Program. The SRC was created and mandated by the Federal Rehabilitation Act of 1973 as amended; implemented by the Hawaii State Legislature in section 348-8, HRS, to support individuals with disabilities. The SRC works in partnership with the Department of Human Services (DHS), Division of Vocational Rehabilitation (DVR) and carries out its purpose by performing the following duties and responsibilities:

- Review, analyze and advise the Vocational Rehabilitation (VR) agency regarding its performance of responsibilities that affect the ability of consumers to achieve employment outcomes;
- Develop, agree to and review State goals and priorities of the VR program;
- Assist VR in the preparation of the VR State Plan, amendments to the plan and needs assessment;
- Review and analyze the effectiveness of the VR Program and consumer satisfaction;
- Prepare and submit a VR annual report to the Governor and Commissioner of the Rehabilitation Services Administration; and
- Coordinate its activities with the activities of other disability-related councils within the State.

Council Structure

The council meets four times per year. The purpose of these meeting is to:

- Learn about programs, activities and needs specific to each Island of the state;
- Build/support collaborations with public and private partners involved in rehabilitation and employment in Hawaii; and
- Conduct the business of the council in a public setting.

State Rehabilitation Council Members

	Composition	Member Name	Term
1	Administrator of the Vocational Rehabilitation Division of the Department of Human Services (§348-8(a)(10) ex-officio/non-voting member.	Maureen Bates	7/1/16 - 6/30/19
2	At least one Representative of the Client Assistance Program (§348-8(a)(2))	Howard Lesser, Vice Chair	7/1/16 - 6/30/19
3	Statewide Independent Living Center Representative	Ann Lemke	7/13/13 - 6/30/19
4	At least one Representative of a Parent Training & Information Center (§348-8(a)(1))	Deborah Kobayakawa	7/1/17 - 6/30/19
5	At least one Representative of the State Educational Agency Responsible for the Public Education of Students with Disabilities (§348-8(a)(8))	Christina Tydeman, Ph.D.	7/1/17 - 6/30/21
6	One Representative of the State Workforce Development Council (§348-8(a)(9))	Scott Murakami	7/1/16 - 6/30/19
7	Representative of Community Rehabilitation Program Service Providers (§348-8(a)(4))	Michele Ku, Chair	7/1/15 - 6/30/18
8	Qualified Vocational Rehabilitation Counselor (§348-8(a)(3))	Lanelle Yamane	7/1/2017 - 6/30/20
9	Representative of Business, Industry, and Labor (§348-8(a)(5))	Rene Berthiaume	7/1/15 - 6/30/18
10	Representative of Business, Industry, and Labor (§348-8(a)(5))	Jodi Asato, Secretary/ Treasurer	7/1/16 - 6/30/19

11	Representative of Business, Industry, and Labor (§348-8(a)(5))	Gwen Keliioomalu	7/1/17 - 3/30/21
12	Representative of Business, Industry, and Labor (§348-8(a)(5))	Mark Travalino	7/1/17 - 6/30/20
13	Representative of a Disability Advocacy Group (§348-8(a)(6) or Current or Former Recipient of Vocational Rehabilitation Services (§348-8(a)(7))	Christina Pascua	7/1/17 - 6/30/20
14	Representative of a Disability Advocacy Group (§348-8(a)(6)	George Massengale	7/1/17 - 6/30/20
15	Representative of a Disability Advocacy Group (§348-8(a)(6)	Shirley Sypert	7/1/16 - 6/30/19
16	Representative of a Disability Advocacy Group (§348-8(a)(6)	Diane M. Terada	7/1/17 - 6/30/20
17	Representative of a Disability Advocacy Group (§348-8(a)(6)	Terry-Ann Moses	7/1/17 - 6/30/18
18	Representative of a Disability Advocacy Group (§348-8(a)(6) or Current or Former Recipient of Vocational Rehabilitation Services (§348-8(a)(7))	Art Cabanilla	7/1/14 - 6/30/18
19	Representative of a Disability Advocacy Group (§348-8(a)(6)	Vacant	
20	Representative of a Disability Advocacy Group (§348-8(a)(6)	Vacant	
21	Current or Former Recipient of Vocational Rehabilitation Services (§348-8(a)(7))	Vacant	

With at least one member from each county; and provided that a majority of the council members shall be persons who have disabilities and are not employed by the DVR, the list of SRC membership above reflects the current composition. 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 consists of diverse memberships, who are advocates for individuals with disabilities.

Anyone interested in becoming a member of the State Rehabilitation Council or requiring additional information or assistance, are asked to please contact SRC Coordinator, Claudia Madruga at 808-586-5311 or contact Membership Chair, Art Cabanilla at 808-737-4284. Interested applicants may apply by completing the following steps:

1. Go to Boards & Commissions Application website;
<https://forms.ehawaii.gov/pages/board-survey/>
2. Scroll down to: Department of Health and Human Services (DHS) and click for dropdown menu
3. Check box: REHABILITATION Council, State
4. Scroll down to bottom and click SUBMIT
5. Complete application
6. Attached Resume and Letter of Interest
7. Click SUBMIT.

Applicants will need a resume and a Letter of Interests stating why they would like to be a member of the State Rehabilitation Council. The members are appointed by the governor and serve a three-year term but cannot serve more than two consecutive terms (with the exception of the Client Assistance Program).

The SRC performs several functions to execute their duties, as outlined in the Rehabilitation Act; mainly to monitor the performance of DVR. The DHS DVR is the state agency with a sole purpose of assisting individuals with disabilities to obtain, maintain, and advance in employment. The SRC meets quarterly in partnership with DVR to discuss and make recommendations to support the effectiveness of services administered by DVR. The DVR's mission is to work as a team so participants can achieve their hopes and aspirations for meaningful employment through timely and individualized services.

SRC ACCOMPLISHMENTS

- The SRC gathered quarterly and if quorum was established, advised DVR on any issues regarding how best serve individuals with disabilities.
- DVR provided supplemental funds released from general funds to cover overages from 2017 expenditures that were beyond budget. The monies have been received and DVR is continuing to pay off outstanding 2017 bills. DVR has exceeded what was mandated

in 2017 of the \$1.2 million which triggered a maintenance of effort issue that resulted in a federal penalty. When going into 2019, DVR does not anticipate exceeding the budget and staying within their means (less expenditures). Reasons for exceeding expenditures include:

- 1) IPE (Individual Plan for Employment) Costs
- 2) Federal Mandate of 15% to spend on WIOA (Pre-ETS – Pre- Employment Transition Services, ages 14 - 21)

- The Pre-Employment Training Services (Pre-ETS) funding for 2018 was carried forward and combined with 2019 funding of \$1.9 million for FFY19, which resulted in approximately \$4 million in funding available to assist transition age youth.
- Update to Order of Selection (OOS) – DVR is in an active Order of Selection and serving 4,500 consumers. Simultaneously, DVR can serve an average of 1,238 students (ages 14-21) using Pre-ETS monies that have been budgeted. Although DVR cannot accept any new consumers from the deferred list, they are able to accept potentially eligible students for Pre-ETS.
- DVR has extended contracts with Community Rehabilitation Providers (CRP); they have also expanded Vocational Work Adjustment Transition Services (VWATS); and braiding funds with Workforce Development Division (WDD). Example of braiding funds – If a consumer goes to work washing windows but has a behavior issue, Pre-ETS dollars would not allow a job coach to specify behavior. However, WDD monies would be able to supplement the behavior issues.
- The slate of officers for Chair, Vice Chair, and Secretary were selected.
- The SRC members provided DVR with partnering council reports from Workforce Development Council (WDC).
- The SRC formed committees so they could convene on topics of concerns requiring additional research and oversight. The committee members presented their efforts to the council for final approval at quarterly meetings. The standing committees are as follows:
 - 1) Executive
 - 2) Legislative
 - 3) Membership
 - 4) Needs Assessment
 - 5) Policy & Procedures
 - 6) State Plan

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 the 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.

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.

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

DVR FEDERAL FISCAL YEAR 2018

- DVR received 533 new referrals.
- DVR served 4,523 individuals with disabilities.

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

- 241 Consumers Achieved Competitive Integrated Employment associated with Individualized Plans for Employment;
- Consumers employed averaged 27 hours per placement;
- Average hourly rate of pay was \$15.90; and
- The Highest hourly rate of pay was \$85.00.
- Total expenditures for contracted services was \$4,555,372.00
- Average cost of case service per consumer was \$1,692.00

FFY 2018 VR PROGRAM ACHIEVEMENTS (as it relates to the SRC)

- VR Program Specialist (Employment) attended the BLN and National Governor's Association conferences to review best practices.

- Employment Specialists working with Naval Supply point of contact (POC)/Scott tracked 30 DVR placements YTD with Naval Strategic employing 12 DVR placements YTD.
- BLN Hawaii network of employers (CVS, Dominos, Lowes) all indicated interest in having POC with DVR for placement preparations/work training and hiring pipeline for similar outcomes as Naval Supply.
- 135 individuals from DHS, DOE, DOH, DLIR, City and County of Honolulu, Honolulu Police Department, the University of Hawaii. Children's Justice Center, Women's Correctional Facility, Catholic Charities, Hawaii Center for Children & Families, and other agencies attended a Stanford Forgiveness Method training by Dr. Fred Luskin in May 2018. The purpose of the training was to expand our partnerships in breaking the intergenerational cycle of poverty, to transform Hawaii's Human Services Delivery System. In addition, 24 professionals were trained in May & July 2018 to continue to expand the Stanford Forgiveness Method via psychoeducational groups.
- Workforce Innovation and Opportunity Act (WIOA) American Job Center (AJC) core partner Memorandums of Understanding (MOU) per County agreements were established and will support client access to community resources reinforced by DVR counselors meeting with them at AJC's. DVR's Memorandum of Agreement (MOA) with the DOH Developmental Disabilities Division Waiver for Supported Employment is being prepared for final draft (August 2018) to reinforce needed supports for job retention among most significantly disabled.
- Through DVR's Pre-ETS program, work experience is subsidized in the Summer Youth Employment Programs. Leveraging funding among Workforce Innovation and Opportunity Act (WIOA) formal/informal partners continues to be explored to enhance work-based learning experiences statewide.
- DVR - Special Education Agreement and Transitional student services have been reviewed with updates to MOA between DVR and DOE in final review to support ongoing partnership for students to explore careers and work-based learning experiences.
- DVR - Statewide contracts for the provision of Summer Youth Employment Program (SYEP) where participants gain work experience that is reflective of competitive gainful employment were completed.

Business Engagements

- DVR implemented a communications plan that includes tracking minutes from management meetings and sharing with front line direct-service staff, an email protocol for alignment with DHS training and existing policies and procedures, posting Internal Communications Forms (ICF) on procedures on DVR drive and SharePoint site statewide for all staff, and monthly management report template is being improved to integrate quality assurance and track progress on existing Division initiatives.

- VR continues to work on strategies and activities with our workforce partners to provide solutions to business needs in our community. Several job fairs for both adult and youth/students with disabilities were held with collaboration across community workforce partners based on employer demand. In addition to job fairs, other initiatives are taking place to fill workforce shortages in both the public and government sectors. Here are some highlights:

1. In June 2018, a reverse job fair was held at America’s Job Center at Dillingham on Oahu. As a result of this successful event, employers requested another be held.
2. In response to #1, in October 2018 the Employment First Hawaii sponsored an Empowering All Abilities Reverse Job Fair held at the State Capitol. There were 54 students from various high schools prepared with resumes and display boards showing their abilities, interests and skills. Employers met with those students who met their current hiring and future hiring needs.
3. Apprenticeship and pre-apprenticeship opportunities are being promoted to several high schools to help fill the shortage of healthcare workers in our community. (Partners: DOL Grant> KCC apprenticeship program, UH Career Pathways, AJC – Oahu, DVR)
4. VR staff is working with Developmental Disabilities and the Governor’s office as part of the National Governor’s Association in reviewing and updating legislation for employment persons with disabilities in Government.

DVR PERFORMANCE STATISTICS

DVR FEDERAL FISCAL YEAR 2018	TOTAL
Applications	533
Eligibility	496
Services	2637
Job Ready	173
Employed	218
Rehabs	241

DISABILITY STATUS	TOTAL	PERCENTAGE
Most significantly disabled	2400	67%
Significantly disabled	76	2%
Non-significantly disabled	1035	29%