

DAVID Y. IGE
GOVERNOR



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DIRECTOR

CATHY BETTS
DEPUTY DIRECTOR

STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES

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

December 26, 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,

Cathy Betts
Deputy 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 2019

STATE REHABILITATION COUNCIL

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 in 1998. The Hawaii State Legislature implemented the SRC 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 meetings 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 October 1, 2018 – September 30, 2019

	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 7/1/19 - 6/30/21
3	Statewide Independent Living Center Representative	Vacant	
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 - 2/30/19
6	One Representative of the State Workforce Development Council (§348-8(a)(9))	Helen Sampei	7/1/19 - 8/1/19
7	Representative of Community Rehabilitation Program Service Providers (§348-8(a)(4))	Michele Ku, Chair	7/1/15 - 6/30/18 7/1/19 - 6/30/21
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 7/1/19 - 6/30/21
10	Representative of Business, Industry, and Labor (§348-8(a)(5))	Jodi Asato, Secretary/ Treasurer	7/1/16 - 6/30/19 7/1/19 - 6/30/22

11	Representative of Business, Industry, and Labor (§348-8(a)(5))	Vacant	
12	Representative of Business, Industry, and Labor (§348-8(a)(5))	Mark Travalino	7/1/16 - 6/30/19
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	7/1/16 - 6/30/19
14	Representative of a Disability Advocacy Group (§348-8(a)(6)	George Massengale	7/1/17 - 6/30/19
15	Representative of a Disability Advocacy Group (§348-8(a)(6)	Shirley Sybert	7/1/16 - 6/30/19
16	Representative of a Disability Advocacy Group (§348-8(a)(6)	Diane M. Terada	7/1/16 - 6/30/19
17	Representative of a Disability Advocacy Group (§348-8(a)(6)	Terry-Ann Moses	7/1/17 - 6/30/19 7/1/19 - 6/30/22
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	7/1/17 - 6/30/20
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))	Dustin Park	7/1/19 - 6/30/21

Section 348-8, HRS, mandates that SRC be comprised of at least one member from each county and a majority of the council members shall be persons who have disabilities and are not employed by the DVR. 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 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. Attach 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 in regard to how to best serve individuals with disabilities.
- The SRC agreed to collaborate with DVR on the following future SRC goals:
 1. Barriers to entering the workforce such as benefits
 2. Less work hours
 3. Independent living community support
- The SRC participated and provided input as requested to Rehabilitation

Services Administration (RSA) on five broad areas of concern around which RSA will rethink/revise their work with VR agencies. The five topic areas included improved performance, increased flexibility and burden reduction, technical assistance and training, monitoring, and effective communication.

- The SRC Chair and Vice Chair answered questions and provided input and insight from the SRC perspective during the RSA monitoring review of DVR that took place in late June 2019.
- The SRC updated and revised the Bylaws of the State Rehabilitation Council which included reducing the number of council members from 21 to 15. The changes and revisions were approved.
- One member represented the SRC at the spring NCSRC/CSAVR conference in April 2019.
- Beginning July 8, DVR opened the deferred list for the first 5 individuals that are most significantly disabled in the order of the day they applied. DVR plans to do monthly draw down of 5 MSD individuals for the first quarter in July, August, and September.
- As of August 8, 2019, there were 800 individuals on the deferred list: 1) 495 most significantly disabled; 2) 291 significantly disabled, and 3) 114 nonsignificantly disabled. DVR reported that there are currently 206 individuals employed.
- With 800 individuals on the wait list, the budget for resolving any of those on the order of selection is \$1.2 million. As DVR keeps moving forward, they'll see if that \$1.2 million is exhausted by September 30, 2019. If not, DVR will continue to open the wait list. The \$1.2 million budget might increase, meaning DVR will be adding to it as they save money with comparable resources, for the active clients.
- On the active client list, there are a total of 3,838 active and 636 potentially eligible (PRE-ETS). A total of 4,474 active clients combined VR and PRE-ETS. Additionally, DVR has 187 rehabilitation clients that were served as well as closed cases. In this fiscal year, DVR has effectively served over 5,500 cases.
- On an annual basis, DVR has nearly \$17 million that is used for VR services. About \$1.9 million is reserved to PRE-ETS, 15 % of the federal grant which cannot be used for VR services. DVR is beginning to plan and see what staff training needs are to implement a PRE-ETS service directly and retrain their staff.

- PRE-ETS strategic plan will look at the 5 required services:
 1. Job Exploration Counseling
 2. Work-Based Learning Experiences
 3. Post-Secondary Vocational Counseling
 4. Workplace Readiness Training
 5. Self – Advocacy

- Work Based-Learning has the most expense where individuals with disabilities will be working up to 30 hours for six weeks in the summer youth employment program earning \$10.10 an hour as a stipend in an employer community integrated employment site.

- Members were nominated and elected for Chair, Vice Chair, and Secretary of the SRC.

- The SRC reviewed, discussed, and provided feedback on the Consumer Satisfaction Survey results.

- The SRC members provided DVR with partnering council reports from Workforce Development Council (WDC), Client Assistance Program (CAP), Community Rehabilitation Providers (CRP), Statewide Independent Living Council (SILC), and Department of Education (DOE).

- 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 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. 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 money and 21.3% State Money whereas the State has to match the Federal portion in the Federal Fiscal year.

DVR FEDERAL FISCAL YEAR 2019

For FY2019, DVR served 4,734 eligible individuals, inclusive of students (1,318) accessing pre-employment transitional services along with an additional 805 potentially eligible students, between 14-21 years old statewide.

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

- 214 Consumers achieved Employment.
- DVR estimates Title I administrative costs for FY2019 to be \$9,618,200.
- Average case service costs per consumer were \$2031.

FY 2019 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.
- Workforce Innovation and Opportunity Act (WIOA) American Job Center (AJC) core partner Memorandums of Understanding (MOU) per County agreements will SUPPORT client access to community resources reinforced by DVR counselors meeting with them at AJCs. 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 ENGAGEMENT

- 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 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 October 2018, the SRC, along with State Legislators, Employers and Job Candidates, celebrated disability inclusion by supporting the Employment First Network's Reverse Job Fair at the State Capitol. Students with disabilities presented their abilities and interests to Employers in various industries which resulted in job offers and employment. This was one of the highlights of National Disability Employment Awareness Month. 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.

2. Job Fair – Federal Employment
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, VR)
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	507
Eligibility	433
Services	1818
Job Ready	100
Employed	108
Rehabs	214

DISABILITY STATUS	TOTAL	PERCENTAGE
Most significantly disabled	2602	62%
Significantly disabled	1301	31%
Non-significantly disabled	272	07%
Total number served	4175	100%