STATE REHABILITATION COUNCIL (SRC)

4th Quarterly Meeting

Friday September 09, 2022

MINUTES

To attend in-person (Mask Required):

Kamamalu Building 1010 Richards Street

2nd Floor Conference Room #210

Honolulu, Oahu

To attend via personal computer, ZOOM Link:

[isleinterpret.zoom.us/j/89293993318?pwd=VzJhT3BFTGM1VXBMUEFtY25WdlNpdz09](https://isleinterpret.zoom.us/j/89293993318?pwd=VzJhT3BFTGM1VXBMUEFtY25WdlNpdz09)

Meeting ID: 892 9399 3318  
Passcode: 37542  
  
**Attendees:**

**SRC Members Present:**

Annette Tashiro (Statewide Independent Living Council & Chair of SRC);

Meriah Nichols (Disability Advocacy Group and Vice-Chair of SRC);

Wally Soares (Disability Advocacy Group and Secretary of SRC);

Evan Nakatsuka (Business Industry & Labor);

Dr. Heather Chapman DOE Representative;

Judy Guajardo (Statewide Independent Living Council);

Scott Hedrick (Business Industry & Labor);

Tira Kamaka (Community Rehabilitation Provider, Hawaii Island);

Catherine Taylor (SRC Member, Disability Advocacy Group Maui);

Howard Lesser (Client Assistance Provider);

Vickie Kennedy (Disability Advocacy Group);

Stan Young (Disability Advocacy Group);

Caroline Campbell Wright (Business Industry & Labor);

Nani Watanabe (Disability Advocacy Group Maui);

Maureen Bates (Vocational Rehabilitation Administrator, non-voting ex-officio member).

**SRC Members Absentees:**

Art Cabanilla (Disability Advocacy Group);

Rosie Rowe (Parent Training and Information Center).

**Guests Present:**

Gregg Van Camp (Vocational Rehabilitation Staff Services Office/SRC Liaison);

Iva Cain (Vocational Rehabilitation Assistant Administrator);

Isabell Ramos (Vocational Rehabilitation Staff Services Office; Trainer Coordinator);

Lea Dias, Ho'opono Branch Administrator;

Harrison Kuranishi, Interim Executive Director for the Work Force Development Council.

1. Call to Order Chair Annette Tashiro

Annette Tashiro -- SRC Chair, called meeting to order at 10:11am

1. Members Introduction Chair Annette Tashiro

As reflected above in members/guests present. Quorum was established.

1. Consent Agenda Chair Annette Tashiro
   1. Approval of Minutes – May, 20, 2022
   2. State Rehabilitation Council Partner Council Reports
      * Client Assistance Program (CAP)
      * Community Rehabilitation Program (CRP)
      * Statewide Independent Living Council (SILC)
   3. State Rehabilitation Council Standing Committee Reports
      * Membership Committee

Howard Lesser moves to approve consent agenda. Meriah Nichols seconds. Motion passes unanimously. Hearing no objections, consent agenda approved by general consent.

1. State Rehabilitation Council Verbal Reports
   1. Department of Education (DOE)
   2. Workforce Development Council (WDC)

Dr. Chapman reported an ongoing theme of inner agency collaboration and agreement -- trying to get all agencies on the same page and aligning all transition planning documents so that everyone knows what each individual agency requires and how to write plans accordingly.

The Workforce Development Council representative was not present to offer a report. SRC will revisit the reporting at next meeting.

1. Hawaii Division of Vocational Rehabilitation (HDVR) Data Report VRA Maureen Bates
   1. Status of HDVR Order of Selection
   2. Status of HDVR Data by County this Quarter
      * New Applicants
      * New Determined Eligible
      * New Individualized Plan for Employment
      * Cases Closed
   3. Status of HDVR Competitive Integrative Employment this Quarter

VRA Maureen Bates reviewed the DVR Reports and responded to questions for clarification. Notably, Maureen Bates discussed the 3,067 participants served in program year '21 which runs from July 1, 2021 to June 30, 2022. The placed individuals' rehab wages averaged about $17.14 an hour at 18 hours, so a variety of placements were closed successfully, but the hours seem low in the context of DVR history in the past couple of years where people wanted to have higher rates of hours because that would lead them to having access to benefits.

DVR has a vacancy in fiscal staff, but covering with existing staff; addressing other quality measurements while striving to sustain good practices. DVR making progress in resolving non-compliance areas, and from May through August had a 94% rate of compliance with eligibility determinations -- an example of an intensive agreement performance improvement.

Another priority is addressing budget issues and making sure that DVR has in the upcoming legislative session some improvements addressed. DVR also want to increase the ceiling from 1.3 million to 2 million in expenditures for the Randolph-Shepard program because the donations from the airport settlement agreement have started to increase, but there's more costs with inflation for supplies for the vendors, for the health insurance, and for construction and renovations of facilities. Another aspect of a budget proposal under legislative session for budget 2024-2026 is the budget associated with a construction improvement plan for the Ho'opono facility on Oahu.

Meeting Break; resume 11:17am

1. Hawaii Division of Vocational Rehabilitation (HDVR) Quarterly Updates VRA Maureen Bates
   1. HDVR Priorities and Upcoming Goals
   2. HDVR Agency Updates
   3. HDVR Fair Hearings Updates

Performance measures are part of priorities related to the federal government under WIOA measurements. DVR negotiated rates for this program that started July 1st. Also completed first round of modifications but still have some outstanding updates due by comprehensive state-wide means assessment; waiting on report from San Diego state; will bring to the SRC.

Strategic Plan with State Department of Human Service submitted that for coming State fiscal year that started July 1st and goes through June 30th. DVR trying to align strategic plan goals, unified state plan goals, and branch work. Vacancies: 40.5. Have filled VRA counselor positions, but struggling with filling vacancies on Kaua'i and Deaf Services. Filled Oahu branch administrator position with an individual from Virginia with 30 years of experience.

1. New Business
   1. Approve Federal Fiscal Year (FFY) 2023 State Rehabilitation Council Quarterly Meeting Dates
      * 1st Quarter – Friday, November 18, 2022
      * 2nd Quarter – Friday, February 17. 2023
      * 3rd Quarter – Friday, May 19, 2023
      * 4th Quarter – Friday, August 25, 2023
   2. Neighbor island representatives attending on-site Quarterly meetings
   3. Development of the SRC FFY2023 Work Plans and actions required
   4. National Coalition of State Rehabilitation Councils, Inc. (NCSRC) and Councils of State Administrators of Vocational Rehabilitation (CSAVR) Fall Conference in San Antonio, Texas.
      * Inquire how many may attend
      * Select attendees to attend

Evan moved to approve 2023 State Rehabilitation Council Quarterly Meeting Dates. Howard Lesser seconds. Motion passes unanimously. Hearing no objections, dates approved -- will have the membership committee consider one of those dates as an in-person meeting.

1. Old Business Chair Annette Tashiro
   1. Nominate Committee Chairs
      * Policy and Procedures Committee
      * State Plan Committee
   2. Committee Assignments
      * Need Assessments Committee
      * Legislative Committee

SRC Standing Committee Descriptions & Roster 2022-2023 created.

1. Upcoming Events Chair Annette Tashiro
   1. September 13, 2022: Webinar: Taking a Deeper Dive into a Project of National Significance: Community Collaborations for Employment (CCE)
   2. October 29 - October 30, 2022: National Coalition of State Rehabilitation Councils, Inc. (NCSRC) Fall 2022 Conference in San Antonio, Texas
   3. October 29 - November 2, 2022: Council of State Administrators of Vocational Rehabilitation (CSAVR) Fall 2022 Conference in San Antonio, Texas
   4. November 2 - November 4, 2022: National Council of State Agencies for the Blind, Inc. (NCSAB) Fall 2022 Conference in San Antonio, Texas
   5. November 18, 2022: Tentative State Rehabilitation Council 1st Quarter Meeting- TBD (Tentative November 18, 2022)
   6. December 30, 2022: State Rehabilitation Council Annual Report to the Governor 2022 due
2. Comments from the Public Chair Annette Tashiro

None

1. Adjourn Chair Annette Tashiro

Evan Nakatsuka moved the meeting be adjourned. Tira Kamaka seconded the motion.

The meeting was adjourned at 12:46 pm.

**Client Assistance Program (CAP) Report to the SRC 9/9/22**

**Submitted by Howard Lesser, CAP representative to the SRC**

**● 3 staff participated in annual NDRN/CAP conference in Crystal City, Virginia**

***● CAP advocate gave an orientation to VR staff***

**● CAP representative reappointed the SRC on 7/18/22 by Governor Ige**

**● Advocates contacted special education teachers at public high schools and charter schools to discuss CAP and transition.**

**● Advocates assigned CAP issues that included OOS, business plans, and lack of contact from VR Counselors (VRCs)**

**● HDRC administration and CAP advocates writing CAP Fiscal Year Program Performance Report (PPR).**

State Rehabilitation

Council Community Rehabilitation Provider (CRP) Report

September 9, 2022

Vocational and Work Adjustment Training Services in the Department of Education High Schools, has resumed for the current academic school year. Some agency providers are working on developing an employment transition plan for students who attend the various VWATS programs. The goal is to partner with businesses to create an on the job training program for students currently enrolled in school. Agencies continue to identify employers to partner with.

ARPA funded DD Division Employment Transformation Initiative partnered with the Institute for Community Inclusion, University of Massachusetts Boston. Six agency providers will need to apply and be chosen to participate in the work group. The Hawai’i Employment Transformation Initiative is to support agency providers to expand capacity to support people with disabilities to obtain and succeed in competitive, integrative employment. It will include strategic assessments based on the ten elements of organizational transformation, individual organizational action plan, in-person site visits, customized technical assistance, monthly zoom meetings, and topical learning communities.

Tira Kamaka

Vice President of Program Services

Arc of Kona

***SILC Report for SRC Quarterly Meeting September 9, 2022***

***Submitted by Judy Guajardo, SILC Representative, Interim Chairperson***

The Statewide Independent Living Council of Hawaii (SILCH) continues to promote independent living, skill building, peer support, individual and system advocacy, and transition services for youth and people who are aging as requested by consumers in their communities statewide.

Since the last SRC meeting of May 20, 2022:

Activity report by Immediate Past Chairperson, Annette Tashiro

**JUNE 2022**

6.3.22 8:30-10:00 AM (1.5 hrs.) Orientation to SRC Chair position by Evan Nakatsuka at Lanakila Pacific. Review of SRC goals and objectives. Chair needed to be familiar with the Unified State Plan. Chair also needed to bring the Executive Team into a workplan mode so that there will be measurable goals.

6.9.22 8-9 AM (1 hr.) Attended Webinar-Addressing Housing Accessibility through Cross Sector Partnerships: A Closer Look at Home Modification Collaborations at Work sponsored by Health and Human Services, ACL, Housing and Services Resource Center. Collaborators shared information on possibilities for seniors to living better or their best lives independently.

6.22.22 1-2:30 PM (1.5 hrs.) Challenging Dementia Behaviors, Depression & Dementia (2 part series for Caregivers and Providers of Persons Living with Memory Loss) with Aiden Wen, MD, Associate Professor, Department of Geriatric Medicine, John A. Burns School of Medicine, University of Hawaii. Board Certified in Geriatrics and Palliative Care. Very informative and insightful presentation on providing compassionate care to people with dementia and related disorders. Also, she reviewed symptoms and behaviors and differentiated myths and misconceptions about the behaviors and behavior crisis. Some behaviors may be masking physical and mental issues.

6.27.22 Consultation with Jodi Asato regarding situation with SILC; end of term, and list of unfinished business (DVR).

6.29.22 9-9:30 AM (30 min): Call with Kimball Gray of ACL. Last hurrah message regarding SILC of HI and on-going challenges across the nation. We’re not the only one with challenges.

6.30.22 Last Day of Term as SILC Chair. Disappointed that SILC contract was not executed. Felt like a failure.

**JULY 2022**

7.5.22 6-7 AM (1hr.) NFB Convention-New Orleans Opening Ceremony: attended NFB virtual coverage of convention. Listened to President Riccobono’s address.

11-Noon (1hr.) VRA/SRC Chair Check-in: experienced first time with MS Teams with Maureen Bates. Discussed next legislative session and possible committee goals. Learned about the challenges facing DVR.

2-3 PM (1hr.) Outreach Mtg with Patrick Gartside, Executive Director of WorkNow Hawaii on the development of APSE.

7.13.22 11 AM-Noon (1hr.) SILC Executive Meeting: attended meeting as volunteer and consultant on SILC business.

7.15.22 10 -10:30 AM (.5 hr.) American Savings Bank-Kailua. Notarized SRC Certificate.

7.19.22 7-8AM (1 hr.) Emergency Response for People Living with Dementia and Their Caregivers: Preparing for Emergencies via Coordinated Efforts of First Responders and Local Aging Organizations sponsored by ACL, NADRC. Very informative presentations by various stakeholders at the NADRC.

7.20.22 7:00-8:30 AM (1.5 hrs.) Rural Conversation Community sponsored by ILRU/APRIL. Review of Grant to support Healthcare Workers in rural communities. Various CILs shared how they have responded to the needs of people with disabilities who were shelterless; having limited income; aging and being priced out of their rentals.

11:00-10:40 (40 min.) Call to ISG; discussed with Secretary Wally Soares about the SRC Executive and Quarterly Meeting. Resolved issue about Chair not being available for scheduled Mtg. date 8.26.22. Emailed Vice Chair, Meriah Nichols about changes. Received okay for changes. 2:30 P.M. called SRC Liaison, Gregg VanCamp to explain the changes to SRC Quarterly Meeting. GVC immediately sent out the update on the next SRC Quarterly Meeting for Friday, September 9, 2022.

7.21.22 7-8 AM (1 hr.) FEMA Stakeholders Engagement Event for ADA Anniversary: Jason Lagria, Acting Director, Office of Disability Information Integration and Coordination addressed attendees on the 32nd anniversary of ADA. Leslie Salsedo touched on insuring compliance with access, increasing diversity with stakeholders; being inclusive, equitable, and accessible working in the community before, during, and after a disaster.

8-9 AM (1hr.) White House Office of Public Engagement, Disabled Stakeholder Call for Disability Pride Month: Meghan Whittaker from Office of Special Education Programs coordinated a call to action; citing the disparity of education programs among children of color and who have disabilities. It seemed more acute during the pandemic. She also pointed out disciplinary exclusion of children prohibits equitable opportunities for educational services.

7.26.22 Noon-1:30 PM (1.5 hrs.) Meeting at SILC Office to assess and plan next steps for organizing the business office.

**JULY 2022** – Judy Guajardo – SILC Incoming Chairperson

July 1 – First day as SILC Chairperson. Kupuna Caucus via Zoom 2-3:00 PM

July 6 – Meeting with Kaunoa representatives to learn about collaboration for our Senior volunteers through the Americorp Volunteer program

July 9 – Provided transportation for participants in the 1st Statewide Senior Spelling Bee

July 13 – SILC Special Board Meeting

July 22 – Conference with SILC Board member, Leticia Zuno and Al Sound of Access to Independence to discuss issue with the current financial state of SILCH and get their commitment to post the SPIL on their websites

July 27 – Kupuna Collective monthly meeting. Office on Aging presented the Area Plan and the introduction of Age-Friendly Garden Initiative. This is a program for all ages and abilities that is proposed for community spaces.

Throughout July 2022, SILC Chairperson was involved in addressing a multitude of compliance issues preventing the execution of the 2022-2023 contract.

**AUGUST 2022**

August 5 – Kupuna Caucus via Zoom – 2-3:00 PM

August 12 – Zoom Roundtable meeting with Directors of National Volunteer Caregivers Network

August 18 – SILC Special Board Meeting

August 19 – Met with Patrick Gartside, Director of Work Now Hawaii to discuss his program

August 24 – Kupuna Collective Zoom discussion on SNAP benefits, Inclusive Community Resilience and Emergency preparedness

August 30 – Zoom conference with Ann McDaniel, Executive Director for SILC W. Virginia for support and guidance SILC policy and procedures in the Chairperson role.

Throughout the month of August 2022, SILC Chairperson continued to address issues with SILCH and the multitude of issues with the 2020-2023 contract.

Respectfully submitted by Judy Guajardo,

SRC 4th Quarterly Meeting

Membership Committee Quarterly Report

1. The following SRC Members have been confirmed for their 2nd term that will expire on 6/30/2025.
   * Parent Training & Information Center representative Rosie Rowe
   * Disability Advocacy Group representative Wally Soares
   * Disability Advocacy Group representative Annette Tashiro
   * C Disability Advocacy Group representative atherine Taylor
   * Disability Advocacy Group representative Nani Watanabe
   * Disability Advocacy Group representative Stan Young
2. The following New Applicants have been confirmed. Please welcome:
   * Department of Education (DOE) representative Dr. Heather Chapman
   * Workforce Development Council (WDC) representative Joanne Inamasu
   * State Independent Living Council (SILC) representative Judy Guajardo
3. There was an issue at the Governor’s Office Boards & Commissions regarding the applicant for the Client Assistance Program (34 CFR§ 361.17(b)(1)(iii)/HRS §348-8(a)(2)) representative seat. According to the federal 34 CFR § 361.17(e)(1); “Each member of the Council must be appointed for a term of no more than three years, and each member of the Council, other than a representative identified in paragraph (b)(1)(iii) or (ix) of this section, may serve for no more than two consecutive full terms” but this is not noted in the state HRS §348-8. However, after numerous discussions between the Governor’s Office, the state Attorney General, and Division of Vocational Rehabilitation, a resolution was derived for this term but HRS §348-8 will need to be revised to avoid conflicts for future terms.
   * Client Assistance Program (CAP) representative Howard Lesser
4. The following represents the final SRC Roster for SFY2023 (July 1, 2022 – June 30, 2023)
   * 17 voting members

|  |  |  |  |
| --- | --- | --- | --- |
|  | Representation | Name | Term |
| **1** | [Statewide Independent Living Center Representative](https://www.law.cornell.edu/cfr/text/34/370) | Judy Guajardo | 6/30/2025 |
| **2** | Parent Training & Information Center (§348-8(a)(1)) | Rosie Rowe | 6/30/2022 |
| **3** | Client Assistance Program (§348-8(a)(2)) | Howard Lesser | Exempt |
| **4** | Qualified Vocational Rehabilitation Counselor (§348-8(a)(3)) | Vacant |  |
| **5** | Community Rehabilitation Program Service Providers (§348-8(a)(4)) | Tira Kamaka | 6/30/2024 |
| **6** | Business, Industry, and Labor (§348-8(a)(5)) | Evan Nakatsuka | 6/30/2023 |
| **7** | Business, Industry, and Labor (§348-8(a)(5)) | Caroline Campbel | 6/30/2023 |
| **8** | Business, Industry, and Labor (§348-8(a)(5)) | Scott Hedrick | 6/30/2024 |
| **9** | Business, Industry, and Labor (§348-8(a)(5)) | Vacant |  |
| **10** | Disability Advocacy Group (§348-8(a)(6) | Arthur Cabanilla | 6/30/2023 |
| **11** | Disability Advocacy Group (§348-8(a)(6) | Annette Tashiro | 6/30/2025 |
| **12** | Disability Advocacy Group (§348-8(a)(6) | Stan Young | 6/30/2025 |
| **13** | Disability Advocacy Group (§348-8(a)(6) | Nani Watanabe | 6/30/2025 |
| **14** | Disability Advocacy Group (§348-8(a)(6) | Wally Soares | 6/30/2025 |
| **15** | Disability Advocacy Group (§348-8(a)(6) | Vickie Kennedy | 6/30/2023 |
| **16** | Disability Advocacy Group (§348-8(a)(6) | Catherine Taylor | 6/30/2025 |
| **17** | Disability Advocacy Group (§348-8(a)(6) | Vacant |  |
| **18** | Current or Former Recipient of Vocational Rehabilitation Services (§348-8(a)(7)) | Meriah Nichols | 6/30/2024 |
| **19** | State Educational Agency Responsible for the Public Education of Students with Disabilities (§348-8(a)(8)) | Dr. Heather Chapman | 6/30/2025 |
| **20** | State Workforce Development Council (§348-8(a)(9)) | JoAnn Inamasu | 6/30/2025 |
| **21** | Administrator of the Vocational Rehabilitation Division of the Department of Human Services (§348-8(a)(10) ex-officio/non-voting member. | Maureen Bates | Exempt |

1. The following 3 representatives seats are vacant for SFY2023

* Business, Industry, & Labor
* Private Vocational Rehabilitation Counselor
* Disability Advocacy Group

Submitted by Membership Committee co-Chairs Art Cabanilla/Nani Watanabe

Membership Committee Co-Chairs

September 2022

**HDVR Agency Updates**

**Hawaii Division of Vocational Rehabilitation (HDVR)**

**SRC Meeting 4th Quarter – September 09, 2022**

PY21 Q4: April 1, 2022 – June 30, 2022

* 1. **HDVR Priorities and Upcoming Goals**
     1. HDVR continues to resolve the RSA Corrective Action Plan (CAP) with our federal monitor, Rehabilitation Services Administration (RSA). HDVR completed and submitted an RSA CAP Report on 7/30/2022 based on feedback from RSA provided 7/14/2022 in response to the 4/30/2022 CAP Report submission. HDVR anticipates resolving many of the corrective action items in response to RSA’s 2019 Monitoring Report findings and is continuing to work with the federally funded VR Technical Assistance Center for Quality Management (VRTAC-QM) to strengthen compliance with federal and statutory regulations and sustaining high-quality services for Hawaii’s residents.

Goals:

* + - * Continue working with VR TAC-QM on the Intensive Technical Assistance Agreement (ITAA) for assistance with resolving RSA CAP findings and addressing other program/process improvements to strengthen compliance with statutory and federal regulations, while also improving performance outcomes and sustaining the delivery of high-quality services.
      * Continue working with VRTAC -QM and Alliance Group to resolve issues with Akamai-Aware Case Management System for federal reporting and improving data informed decision making for process improvements.
      * Increase recruitment efforts to fill the vacant Administrative Officer position, and address VRTAC-QM recommendations for an additional Procurement Specialist position to be added to HDVR’s Staff Services Office.
    1. HDVR is looking to address the following related budget issues in the upcoming legislative session:
       - Increase State match to meet increased federal funding;
       - Increase Randolph Sheppard ceiling to $2 million;
       - Secure CIP funding for Ho’opono/SBB facility repairs DAGS identified;
       - Seek funding for HDVR branch positions (5 new positions statewide) and convert some SBB positions to split federal/state funding.
    2. WIOA Expected Levels of Performance for PY22-23 were negotiated with RSA and are included in the conditionally approved Hawaii Unified State Plan for PY2020-2023. Below are the agreed upon negotiated rates for WIOA Performance Reporting: HDVR met with RSA April 20, 2022, to negotiate performance accountability rates for employment retention 2nd quarter after exit, median earnings 2nd quarter after exit, employment retention 4th quarter after exit, credential attainment, and Measurable Skills Gains related to VR participants with educational goals. The following chart reflects the current goals negotiated for PY 2022 and PY 2023 based on DVR’s historical performance rates:

|  |  |  |
| --- | --- | --- |
| **Indicator** | **PY 2022 Negotiated Level** | **PY 2023 Negotiated Level** |
| Employment (Second Quarter After Exit) | 33% | 37% |
| Employment (Fourth Quarter After Exit) | 37.5% | 39.5% |
| Median Earnings (Second Quarter After Exit) | $4,400 | $4,500 |
| Credential Attainment Rate | 20% | 22% |
| Measurable Skill Gains | 35% | 36% |

Goals

* HDVR to support staff to maintain MSG rate at or above 35% for PY2022 and improve Credential Attainment rates for completion of educational training to include system data capturing, analysis, and tracking, following up with participants that have potential to earn credentials that are proven to lead to higher rates of employment as well as higher rates of pay.
* Exit more participants in Competitive Integrated Employment (CIE)/successful rehabilitations to meet the goal of at least a 1% increase of employment outcomes annually as indicated in Hawaii’s Unified State Plan for PYs2020-2023. DVR continues to review and develop strategies to make more significant improvements.
* Vocational Rehabilitation Specialist (VRS – counselors) to provide participants with relevant Hawaii Labor Market Information to make informed decisions to increase quality rehabilitation at case closures.
* Continue to monitor participants exiting HDVR in CIE to retain employment 2nd, 4th, and 6th quarter (18 months) after exit to meet negotiated retention rates for PY22.
  + 1. HDVR completed 1st round of modifications to Hawaii’s Unified State Plan (USP). Hawaii’s USP 2020-2023 modifications are conditionally approved and slated to be approved in Fall 2022 when the results of the Comprehensive Statewide Need Assessments (CSNA) report have been incorporated.

Goals

* + - * Assist San Diego State University in completing the CSNA before 9/20/2022.
      * Incorporate the results in the USP and submit for final federal approval.
    1. HDVR provided the final updates and submitted the SFY22 (July 1, 2021 – June 20, 2022) Department of Human Services Strategic Plan. HDVR also submitted the SFY2023 (July 1, 2022 – June 20, 2023) Strategic Plan outlining strategies to collaborate with other Department of Human Services divisions to fulfill the agency’s mission and strengthen operations in providing cohesive services for individuals and families in the community.

Goals

* + - * Implement strategies and report progress with updates to the strategic plan bi-annually as required.
    1. HDVR Staff Vacancies
       - Currently 40.5 vacancies agency wide.
       - Here is the status of current vacancies:

|  |  |
| --- | --- |
| **County** | **Vacancies** |
| SSO | 3 |
| Oahu | 18 |
| SBB | 13 |
| Hawaii | 3 |
| Maui | 1 |
| Kauai | 2.5 |
| Total | 40.5 vacancies |

* + - * From June 2022 to August 2022, HDVR hired 2 new VR specialists and some are pending.
      * HDVR is actively recruiting for the above positions and encourage interested individuals to apply for vacancies through the HR recruitment site:

<https://portal.statehub.hawaii.gov/hr/recruitment.html>

* + - * HDVR would appreciate your assistance with outreach and recruitment efforts within your representative networks for interested individuals to apply for vacancies.
    1. Statewide Independent Living Council (SILC)

Goal

* + - * HDVR is looking at SILC updates for the Executive Order in order for Hawaii to be compliant with Administration for Community Living (ACL) requirements for bringing in ACL independent living funds statewide.
  1. **HDVR Agency Updates**
     1. Contract for the triennial Comprehensive Statewide Needs Assessments (CSNA) was executed in July 2022 with San Diego State University (SDSU). As part of this assessment, HDVR and SDSU developed an online survey link catering to specific populations; current/former HDVR Participants, HDVR Staff, and Community Partners. Survey links were sent out via email/USPS mail in accessible formats (including ASL video version), and participants had 3 weeks to complete the survey with the deadline of August 12, 2022. SDSU intends to conduct in-person interviews later in the fall and will need the assistance of the SRC Needs Assessment Committee to arrange meetings with current/former HDVR Participants, HDVR Staff, and Community Partners. The results of this needs assessment will be included in the development of the Hawaii Unified State Plan for providing rehabilitation services. It will help planners make decisions about programs and services for persons with disabilities. HDVR would appreciate sharing this information with your community networks.
     2. October is National Disability Employment Awareness Month (NDEAM). This year’s theme “Disability: Part of the Equity Equation,” recognizes the vital role people with disabilities play in making the nation’s workforce diverse and inclusive.
        + In celebration of NDEAM, HDVR will recognize our partnerships with Employers and Participants, statewide in local ceremonies. The annual recognition program is an opportunity to acknowledge the achievements of our participants who have achieved employment success, the contributions of employers, and the good collaborative work of counselors and Employment Specialists. These success stories communicate, in a personal way, how effective the HDVR program and staff are in meeting the needs of our customers; participants and employers.
        + The 30th Annual in-person White Cane Walk is scheduled for October 13, 2022. The purpose of this event is to increase the public’s awareness of the white cane and its significance and importance for persons who are blind and visually impaired. This is the first in-person event in 2 years due to the COVID-19 pandemic.
        + HDVR will host a kickoff training for staff to learn about the Ticket To Work Partnership Plus Program under a new Memorandum of Understanding (MOU). The MOU supports collaboration and coordination of services for those individuals receiving SSI and/or SSDI to achieve successful competitive integrated employment.
        + HDVR supported the Employment First Governor’s Proclamation and HB 1787 HD.2 SD2, CD1 regarding Employment First as a policy for State and Counties,
        + Neighbor Island VR branches participating in legislative forums sponsored by Developmental Disability Council (DDC).
  2. **HDVR Fair Hearings Updates**
     + Fair Hearings/Mediation is a process by which applicants and eligible individuals of State Vocational Rehabilitation (VR) programs may appeal decisions made by personnel of the VR unit/agency that affect the provision of VR services to them. Individuals may request that their disputes be resolved through mediation and/or an impartial due process hearing. The State may elect to establish a procedure that enables either party to seek review of a decision rendered by the Impartial Hearing Officer (IHO). Finally, either party may file a civil action if unsatisfied with the final administrative decision.
     + In the State of Hawaii, VR due process is conducted via the Department of Human Services Administrative Appeals Office (AAO). AAO provides administrative due process hearings in contested cases for 4 departmental divisions; the Benefit Employment and Support Services Division (BESSD), the Med-QUEST Division (MQD), the Social Services Division (SSD), and Division of Vocational Rehabilitation (DVR). It has contracts with fifteen attorneys in private practice to conduct hearings through appointment by the Director under section 346-12, HRS. AAO receives approximately 1,500 administrative hearing requests and referrals annually and issues about 700 administrative hearing decisions each year. AAO also serves as the rule’s coordinator for the Department and reviews administrative proceedings for the adoption, modification, or repeal of departmental rules. AAO is also responsible for establishing a mediation process for the Department.
     + HDVR reports all Fair Hearings to rehabilitation Services Administration (RSA) annually using Form RSA-722 to comply with the specific reporting requirements of Section 102(c) of the Rehabilitation Act (the Act) as amended by the Workforce Innovation and Opportunity Act (WIOA).
     + Section 102(c)(8) of the Act requires the State VR Director to collect and report data on the appeals process to the Commissioner. A summary of this information is included in the Commissioner's Annual Report submitted to Congress pursuant to section 13 of the Act.

FFY2020

1. Total requests for mediation this fiscal year – 0
2. Total disputes resolved during mediation process – 0
3. Total requests for impartial hearings this fiscal year – 0
4. Disputes resolved without IHO decision – 0
5. IHO decisions favoring the individual – 0
6. IHO decisions favoring the agency – 0
7. Total civil actions this fiscal year – 0
8. Civil actions resolved in individual favor – 0
9. Civil actions resolved in agency favor – 0

FFY2021

1. Total requests for mediation this fiscal year – 0
2. Total disputes resolved during mediation process – 0
3. Total requests for impartial hearings this fiscal year – 2 (one withdrawal/resolved before Impartial Hearing)
4. Disputes resolved without IHO decision – 0
5. IHO decisions favoring the individual – 0
6. IHO decisions favoring the agency – 1
7. Total civil actions this fiscal year – 0
8. Civil actions resolved in individual favor – 0
9. Civil actions resolved in agency favor – 0

FY2F022

1. FFY2022 RSA-722 report has not been submitted for FFY22 due December 2022. Currently, there has been one submission for Fair Hearing in 2022 and the impartial hearing is scheduled for late September. The decision/results will be reported to RSA on the form FFY2022 RSA-722 report and shared with the SRC at the next Quarterly Meeting.

**Data Report**

**Hawaii Division of Vocational Rehabilitation (HDVR)**

**SRC Meeting 4th Quarter – September 09, 2022**

Data Period: PY21 Q4: April 1, 2022 – June 30, 2022

1. **Status of HDVR Order of Selection**

* HDVR implemented an active Order of Selection (OOS) on October 1, 2017.
* On July 8, 2019 a modification was made to the OOS Deferred Services Waitlist affecting Priority Category 1, persons with the Most Significant Disability (MSD), and eligible for VR services. These individuals were taken off the waitlist in monthly increments based on HDVR’s assessment of adequate resources and the individuals date of application. They were contacted to develop an Individualized Plan for Employment (IPE) upon removal from the OOS waitlist.
* As of February 2022, HDVR has cleared the Deferred Services Waitlist of all eligible individuals, in Priority Category 1, MSD and taken off a total of 1,134 since July 8, 2019.
* As of April 14, 2022, HDVR determined that there were adequate staffing and funding resources to meet projected costs and therefore, those individuals that have been determined eligible in Priority Category 1, MSD will progress directly to the development of an IPE under HDVR’s active OOS. HDVR’s active OOS Priority Category 1 is now fully open and no longer delaying VR services for these eligible individuals.
* As of April 14, 2022, a modification to the waitlist affecting Priority Category 2, Significantly Disabled (SD) began to be resolved for eligible individuals who are now being taken off the OOS Deferred Services Waitlist on a weekly basis based on HDVR’s review of adequate resources. The resolution of this OOS delayed list is being conducted based on the date of application and individuals are being contacted to develop an IPE upon removal from the OOS waitlist.
* As of August 29, 2022, HDVR has taken 451 eligible individuals, in Priority Category 2, SD off the waitlist since April 18, 2022.
* As of August 29, 2022, HDVR has taken a total of 1,583 eligible individuals (MSD 1,132 + SD 451) off the OOS waitlist.
* HDVR anticipates resolving the active OOS Priority Category 2, SD waitlist by late fall 2022.
* Priority Category 3, Non-Significantly Disabled (NSD) – no change at this time. Eligible individuals in Priority Category 3 will go directly to the Deferred Services Waitlist, with the goal of also resolving this by September 30, 2022.

Total Remaining on the OOS Deferred Services List as of August 29, 2022: 103 eligible individuals.

|  |  |  |  |
| --- | --- | --- | --- |
| OOS by  County | Category 1 MSD | Category 2  SD | Category 3  NSD |
| Oahu | x | 35 | 40 |
| Hawaii | x | 21 | 4 |
| Maui | x | 0 | 0 |
| Kauai | x | 3 | 0 |
| Total | x | 59 | 44 |

1. **HDVR Data by Branch PY2021** (July 1, 2021-June 30, 2022)

|  |  |
| --- | --- |
| Participants Served (VR Case Type) | 2,323 |
| Potentially Eligible (Students with Disabilities) not VR Participants | 744 |
| Total | 3,067 |

HDVR numbers of individuals being served have steadily increased since the start of the pandemic as more individuals are vaccinated and willing to participate in the VR program, more eligible individuals are taken off the Order of Selection deferred services waitlist, and more Potentially Eligible (PE) students with disabilities transition to a VR case for individualized services.

PY2021 (July 1, 2021 – June 30, 2022

|  |  |
| --- | --- |
| PY2021 | Total |
| Q1 | 2,205 |
| Q2 | 2,204 |
| Q3 | 2,236 |
| Q4 | 2,323 |

The following data reflects VR cases only, data of Potentially Eligible (PE) cases of students with disabilities are not included.

Total PY21 Applications – VR

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Applications  by Branch | Q1  July – Sept. | Q2  Oct. – Dec. | Q3  Jan.- March | Q4  April - June | PY 2021 Total |
| Oahu | 39 | 33 | 45 | 22 | 139 |
| Services for the Blind | 5 | 6 | 8 | 11 | 30 |
| Hawaii | 11 | 7 | 19 | 3 | 40 |
| Maui | 6 | 9 | 5 | 0 | 20 |
| Kauai | 3 | 2 | 1 | 3 | 9 |
| Total | 64 | 57 | 78 | 39 | 238 |

Total PY21 Determined Eligible

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Eligibility by  Branch | Q1  July – Sept. | Q2  Oct. – Dec. | Q3  Jan.- March | Q4  April - June | PY 2021 Total |
| Oahu | 34 | 37 | 39 | 38 | 148 |
| Services for the Blind | 4 | 7 | 7 | 2 | 20 |
| Hawaii | 12 | 6 | 9 | 16 | 43 |
| Maui | 4 | 6 | 11 | 2 | 23 |
| Kauai | 2 | 3 | 2 | 2 | 9 |
| Total | 56 | 59 | 68 | 60 | 243 |

Total PY21 IPEs Developed

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| IPE by Branch | Q1  July – Sept. | Q2  Oct - Dec. | Q3  Jan.-March | Q4  April - June | PY 2021 Total |
| Oahu | 16 | 14 | 26 | 44 | 100 |
| Services for the Blind | 2 | 5 | 6 | 6 | 19 |
| Hawaii | 4 | 10 | 4 | 23 | 41 |
| Maui | 5 | 4 | 8 | 13 | 30 |
| Kauai | 0 | 1 | 0 | 2 | 3 |
| Total | 27 | 34 | 44 | 88 | 193 |

Total PY21 Cases Closed (Rehabilitated and Other than Rehabilitated)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Closures by Branch | Q1  July – Sept. | Q2  Oct - Dec. | Q3  Jan.-March | Q4  April - June | PY 2021 Total |
| Oahu | 74 | 25 | 21 | 55 | 175 |
| Hawaii | 27 | 21 | 20 | 30 | 98 |
| Maui | 10 | 10 | 20 | 13 | 53 |
| Kauai | 5 | 7 | 1 | 8 | 21 |
| Total | 116 | 63 | 62 | 106 | 347 |

1. **Status of HDVR** **Competitive Integrative Employment - PY 2021**

**PY21 Q4: 4/1/22 – 6/31/22**

**10 Successful Rehabilitations last quarter by Branch/Section Detail**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Branch | Position | Hourly Wage | Hours/Week |
| 1 | Honolulu | Tank Car, Truck, and Ship Loaders | $42.91 | 10 |
| 2 | Honolulu | Preschool Teachers, Except Special Education | $15.92 | 10 |
| 3 | Maui | Maids and Housekeeping Cleaners | $15.45 | 18 |
| 4 | Kauai | Human Resources Assistants, Except Payroll and Timekeeping | $15.75 | 40 |
| 5 | Honolulu | Food Preparation and Serving Related Workers, All Other | $15.00 | 7 |
| 6 | Maui | Cashiers | $14.50 | 14 |
| 7 | Maui | Parking Lot Attendants | $14.00 | 35 |
| 8 | Kona | Photographers | $13.85 | 40 |
| 9 | Maui | Customer Service Representatives | $12.00 | 6 |
| 10 | Services for the Blind | Teacher Assistants | $12.00 | 4 |
|  |  | Total Average | $17.14 | 18 |

**Total PY21 Rehabilitated (7/1/21 – 6/30/22)**

|  |  |  |  |
| --- | --- | --- | --- |
| Branch/Section | Successful Rehabilitations | Average Wage/Hour | Average Hours |
| Oahu/Kapolei | 13 | $21.31 | 28.46 |
| Oahu/Honolulu | 4 | $10.75 | 30 |
| Services for the Blind | 5 | $17.55 | 29.2 |
| Hawaii/Hilo | 4 | $23.34 | 25 |
| Hawaii/Kona | 3 | $20.21 | 33 |
| Maui | 13 | $12.87 | 21.53 |
| Kauai | 2 | $13.88 | 28 |
| Statewide Total | 44 | $18.15 | 25.64 |