



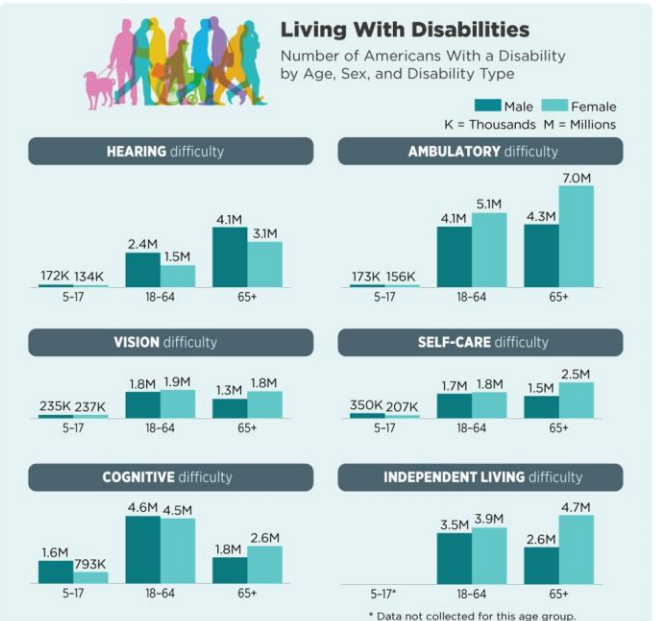
Workforce Parity for VR Candidates in Hawaii's Workforce

The Division of Vocational Rehabilitation provides a variety of services to strengthen opportunities for Hawaii's residents with disabilities to obtain and/or advance in employment, including self-employment. We also support our customers accessing resources for independent living.



Division of Vocational Rehabilitation






Living With Disabilities
Number of Americans With a Disability by Age, Sex, and Disability Type

Male Female
K = Thousands M = Millions

Disability Type	Age Group	Male	Female
HEARING difficulty	5-17	172K	134K
	18-64	2.4M	1.5M
	65+	4.1M	3.1M
AMBULATORY difficulty	5-17	173K	156K
	18-64	4.1M	5.1M
	65+	4.3M	7.0M
VISION difficulty	5-17	235K	237K
	18-64	1.8M	1.9M
	65+	1.3M	1.8M
SELF-CARE difficulty	5-17	350K	207K
	18-64	1.7M	1.8M
	65+	1.5M	2.5M
COGNITIVE difficulty	5-17	1.6M	793K
	18-64	4.6M	4.5M
	65+	1.8M	2.6M
INDEPENDENT LIVING difficulty	5-17*	-	-
	18-64	3.5M	3.9M
	65+	2.6M	4.7M

* Data not collected for this age group.

United States Census Bureau | U.S. Department of Commerce U.S. CENSUS BUREAU census.gov | Source: 2019 American Community Survey, 1-year estimates, <www.census.gov/programs-surveys/acs>



258,555 adults in Hawaii have a disability¹

This is equal to 22% or 1 in 4 adults in Hawaii

2019 Behavioral Risk Factor Surveillance System (BRFSS)

Throughout the past year, DVR's staff have served more than 16,000 Hawaii residents with disabilities statewide through various programs with federal, State, and private funding, unduplicated by supports provided with our community partners. DVR staff also worked with over 290 employers to hire our clients throughout the pandemic. HDVR staff also collaborated with a host of community partners and supported more than 4,400 Hawaii residents in accessing resources to fulfill their independent living goals.

The following data for PY21 (Jul-Sep 2021) is based on preliminary data. Final data pending RSA-911 Quarter 1 report submission.

PY 21 (7/1/2021 – 9/30/2021)	
Measure	Total
Participants served	2,333
Participants exited	81
Career Services - Participants served	1,823
Career Service funds expended	\$48,845
Training Services – participants served	395
Training Services funds expended	\$204,232
Service E placement – transitional work-based learning experiences	16
Service E status	194 (includes placements for PY 20)
Successful Rehabs*	21
MSG Denominator	325
Total MSG earned	5
MSG Rate**	1.5%
Participants with Supported Employment Goal	330
Total # of SWD reported	1,141
Total # of SWD receiving VR Pre-Employment Transition Services (Pre-ETS)	960
Total # of Pre-ETS who applied for VR services Note: DVR continues to work with DOE to increase the # of students who apply for VR services to support achievement of employment through work-based learning experiences or further educational goals	386
WIOA Program Involvement (4th Quarter PY 20):	
Adult	185
Adult Education	17
Dislocated worker	4
Job Corps	3
Wagner Peyser	14
Youth	60
Youth Build	3

* Number of hours working at exit range between 23-40 hours per week. Wage per hour rates range between \$12-\$33.75. Inclusive of the following occupations: Building and Grounds Cleaning and Maintenance, Business and Financial Operations, Healthcare Practitioners and Technical Occupations, Construction, Life-Physical-Social Science Occupations, Educational Instruction and Library, Food Service, Transportation and Material Moving

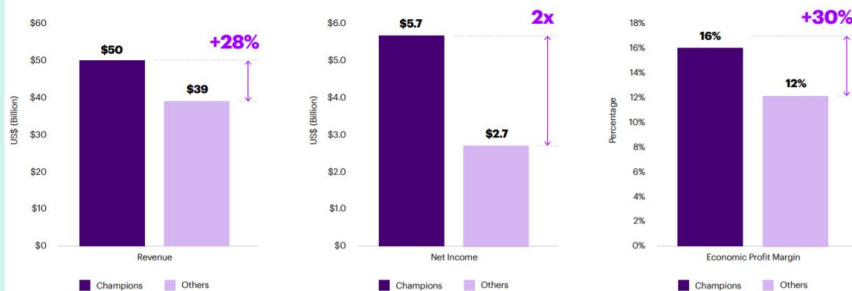
**Low number could be attributed to the timing of this report with the availability of required documentation in case management system to confirm MSG achievement. Under the Governor’s approved Hawaii State Unified Plan for 2020-2023, HDVR had a negotiated rate of 20% for measurable skills gains to be attained by June 30, 2021. Per ETA 9169 PY20 VR reported data, HDVR’s MSG Rate was 30.2% a 16.9% increase from 2019.

Getting To Equal: The Disability Inclusion Advantage

Reported by: Accenture, The American Association of People with Disabilities, and Disability:IN

Figure 3: Champions Outperform on Profitability and Value Creation

Overall scores show a significant difference.



All results are significant at 1 percent. Test was based on panel data regression model to account for temporal and industry variation; see Appendix for more detail on methodology. Source: Getting to Equal 2018: The Disability Inclusion Advantage, Accenture

Moreover, Disability Inclusion Champions were, on average, two times more likely to outperform their peers in terms of total shareholder returns compared with the rest of the sample.

Whether or not a company qualifies as a Champion, strengthening its commitment to persons with disabilities makes a difference:

Accenture research shows that companies that have improved their DEI score over time (“Improvers”) were four times more likely to have total shareholder returns that outperform their peers, compared to non-improvers. On average, Improvers’ total shareholders returns outperform industry peers⁵ by 53 percent, while other companies outperform their peers by only 4 percent.

2x

Champions were **twice as likely** as others to have higher total shareholder returns than those of their peer group

4x

Companies that have improved their inclusion of persons with disabilities over time were **four times more likely** than others to have total shareholder returns that outperform those of their peer group

“Persons with disabilities present business and industry with unique opportunities in labor-force diversity and corporate culture, and they’re a large consumer market eager to know which businesses authentically support their goals and dreams. Leading companies are accelerating disability inclusion as the next frontier of corporate social responsibility and mission-driven investing.”

– Ted Kennedy, Jr.,
Disabilities Rights Attorney,
Connecticut State Senator and
Board Chair, American Association of People with Disabilities

Current data shows there are at least 34,000 residents with disabilities who are still seeking employment. HDVR staff understand just 39% of Hawaii’s adults with disabilities were engaged in the workforce pre-pandemic, while earning 29% less than their non-disabled peers. In 2020 we’ve

also learned that more than 18% of people with disabilities have lost employment furthering the gap of Hawaii’s unemployed residents with disabilities. Getting to Equal represents another opportunity for HDVR staff to engage employers in understanding the return on investment associated with hiring qualified VR candidates.

Goals HDVR has prioritized For FFY22:

1. Strengthening Workforce Parity for VR Candidates

Our mission is to serve our participants, making them qualified candidates for employment in Hawaii’s workforce. ***Staff work as a team so participants can achieve their hopes and aspirations for meaningful employment through timely and individualized vocational rehabilitation services.***

HDVR’s federal WIOA ETA 9169 PY20 performance outcomes report shows some opportunities for HDVR improvements. Idaho Vocational Rehabilitation is highlighted for best practices with data capturing and reporting as indicated by the DOE Rehabilitation Services Administration.

ETA 9169 PY20	Employment Rate Q2 after exit	Employment Rate Q4 after exit	Median Earnings 7/1/2019-6/30/2020 based on quarterly income totals	Credential Rate	MSG Gains
National	48.6%	44.0%	\$4,280	23.2%	43.3%
Hawaii (GDP \$75.86 billion, Population 1.46 million)	20.3%	27%	\$3,646	6.5%	30.2%
California (GDP \$3.7 trillion)	46.5%	37.8%	\$5,807	23.6%	40.4%
North Dakota (GDP \$52.02 billion)	58.9%	57.7%	\$4,047	52.5%	68%
Maine (GDP \$67,129 billion)	43.8%	42.1%	\$4,119	33.3%	47.6%
Puerto Rico (GDP \$103 billion)	41.1%	26%	\$3,915	35.2%	34%
DC (GDP \$122,11 billion)	35.9%	26.6%	\$5,390	18.4%	36.3%
Idaho (GDP \$74.08 billion, Population 1.85 million)	58.9%	57.3%	\$4,259	40.3%	52.6%
Wisconsin (GDP \$344,500 billion)	49.1%	46.8%	\$2,738	28.8%	47.2%

The data doesn't always elaborate on the details of the quality of HDVR’s job placements, the stories of VR candidates obtaining jobs, and their employers engagement activities with HDVR. PY18 snapshot for Quarters 2-3 (10/1/2018-3/31/2019) Pre-pandemic reflects a sample of the quality of placements!

Branch/Section	Rehabilitations	Average Wage per Hour	Average Hours per week	High Wage (per hour) and Job Title
OB – Honolulu	35	\$14.42	29	\$30.26 Office Clerk

Deaf	13	\$16.13	29	\$38.46 School Counselor
Kapolei	39	\$13.49	28	\$40 Construction Manager
Transition/Metro	10	\$11.20	33	\$14 Stock Clerk, Supervisor \$14
SBB- Ho'opono	3	\$37.42	40	\$40.38 Massage Therapist
HB – Hilo	2	\$12.05	23	\$14 Auto Technician
Kona	2	\$14.03	13	\$17.31 Bus Driver
Kauai Branch	34	\$17.56	24	\$60.10 Athlete
MB – Maui	3	\$17.17	22	\$21 Benefits Planning Specialist
Statewide Total	141	\$17.05	26	

As indicated in the Hawaii Unified State Plan PY20-PY23 (July 1, 2020-June 30, 2024) our workforce development performance outcomes also include information about numbers served and costs for services:

FFY19: HDVR served 3,928 VR participants at an average cost of \$6,960.45 per VR candidate, and 699 Potentially Eligible (PE) Students With Disabilities (SWD) at an average cost of \$1,415.46 per SWD using VR Pre-Employment Transition Services (PreETS) restricted 15% funding. **HDVR served 4,627 VR and PE SWD in FFY19.** 10/1/2018-9/30/2019 HDVR had 138 in Employment Status with additional **214 Rehabs**

FFY20: HDVR served 3,406 VR participants at an average cost of \$7,310.92 Per VR candidate, and 873 PE SWD at average cost of \$1,996.63 per SWD using VR PreETS restricted 15% funding. **HDVR served 4,279 VR and PE SWD in FFY20.** 10/1/2019-9/30/2020 HDVR had 138 in Employment Status with additional **47 Rehabs**

FFY21: HDVR served 3,495 VR participants at an average cost of \$7,188.80 per VR candidate, and 1,085 PE SWD at average cost of \$2,269.40 per SWD. HDVR served a total of **4,580 Hawaii residents in FFY21.** 10/1/2020-9/30/2021 HDVR had 138 in Employment Status with additional **66 Rehabs**

- I. HDVR is working to increase the number of participants obtaining measurable skills gains (MSG) and credential attainment (CA) to reinforce their qualifications for employment in our workforce. In August, Hawaii's Department of Labor and Industrial Relations Workforce Development Council reported that individuals with training services are 2.7 times more likely to be employed than those who only receive career services. And participants who have postsecondary certificates or higher degrees are 1.4 times more likely to be employed than those who have less than a high school education.

HDVR's PY20 MSG Negotiated Rate of 20% was actually 30% for the year, while just 12% of HDVR participants were participating in educational and training activities leading to a nationally recognized credential for employment. HDVR's Credential Attainment Rate of 6.5% reflects a need to strengthen data capturing for completed training and educational activities. In PY21 HDVR anticipates our federal funder DOE RSA will increase the negotiated MSG rate of 21%, given our higher outcomes for PY20.

- II. In FFY21 we had 66 Rehabilitations while serving 3,495 VR clients. This represents a rehabilitation rate of less than 2 percent, well below pre-pandemic rates of 7 percent. HDVR's rate of VR participants engaged in work-based learning experiences was much higher, but well below the pre-pandemic rate of nearly 80% of participants engaged in work activities while receiving VR services. HDVR understands how employment activities along with education and training services are determinants for employment. Our Employment Team has been hard at work bringing together our staff and employers to share their needs and help them understand how to access HDVR's resources.
- III. In FFY22 HDVR will continue our work to increase Supported Employment rehabilitations by 1% as noted in the Hawaii Unified State Plan, as well as providing information to employers about customized employment for individuals identified within the federal category of Most Significant Disabilities (MSD).
- IV. As one of the many workforce development partners in Hawaii, HDVR will also be working to increase annual average hours worked weekly, and average hourly wages for VR candidates employed 90 days or more in competitive integrated employment activities.
- V. HDVR's Employment Retention Rate for PY20 in the 2nd and 4th Quarter after exit are under review to identify how we will capture self-employment and independent contract (gig) work not typically represented in the UI and SWIS national quarterly reports. We are reviewing national VR best practices for retention, the impacts of pandemic on this year's outcomes, as well as those employers and former VR candidates who retained employment to identify opportunities for strengthening retention and higher rates in the coming year.

HDVR staff are working with a host of community partners to strengthen employment pipelines to include work-based learning experiences, internships, and job placements in competitive integrated employment settings where job retention and advancement opportunities can be leveraged for VR candidates to fulfill their career goals. These essential partners with whom we collaborate include some of the following entities: Hawaii's Employers, Society of Human Resource Managers Hawaii, Department of Health Developmental Disabilities Division (Employment 1st - Cooperative Agreement with UH, DOH, DOE, DHS DVR), University of Hawaii Career Counselors, UH Center on Disability Studies, Hawaii Department of Education, Hawaii State Public Libraries, Department of Labor and Industrial Relations Workforce Development Council and County American Job Centers, Department of Human Services Benefit, Employment & Support Services Division 1st to Work Program, Hawaii Clubhouse Coalition, Department of Health Adult and Child & Adolescent Mental Health Divisions, Pacific Islands Healthcare System Veterans Benefits and Mental Health Programs, Partnership Plus Employment Networks, Hawaii's Department of Business, Economic Development & Tourism, Community Rehabilitation Providers (CRPs), Hawaii State Council on Developmental Disabilities, Advocacy Networks: Deaf and Hard of Hearing

Advisory Board, State Rehabilitation Council, Hawaii Disability Rights Center, Special Parent Information Network, Deaf and Blind Task Force co-hosted by Senator Joy San Buenaventura, Hawaii State Council on Mental Health, Hawaii State Committee of Blind Vendors, Statewide Independent Living Council and Centers for Independent Living; Access to Independence Hawaii, and Aloha Independent Living Hawaii, Assistive Technology Resource Centers of Hawaii, Maui Economic Opportunity, Hawaii Department of Transportation, US Military Bases... These are just a few of the partnerships HDVR staff regularly engage with to support our participants in fulfilling their career goals.

2. Improve HDVR's Compliance with federal and State regulations

- I. Resolve Corrective Action Plans from 2020 State Audit and RSA 2019 Monitoring findings by April 2022.
- II. Strengthen and sustain compliance with staff training, as well as regular monitoring & evaluation of effectiveness by management to identify process improvements needed as applicable.

3. Increase HDVR Staff Job Satisfaction and Performance

- I. HDVR's staff vacancy rate after 2020-2021 hiring freeze was @24%, which is higher than other Department of Human Services Divisions. This affects our staff's morale as they try to carry the workload, while we have begun to recruit and fill funded positions. HDVR is advocating for approval of tradeoff funding for 11 defunded positions to add to our workforce to address Hawaii's need for vocational counseling, training, career, and placement services. This month we will have three new counselors starting at our Oahu Branch. HDVR is sharing external recruitment efforts with community partners about our hiring needs.
- II. HDVR is working with the Rehabilitation Services Administration (RSA) Vocational Rehabilitation (VR) Technical Assistance Center for Quality Management (TAC-QM) to support Priorities 1, 2, and 3, with training scheduled in November 2021 and January 2022 to reinforce staff's delivery of high-quality services. Our staff have also been accessing training resources with:
 - a. trainingvr.org
 - b. <https://rsa.ed.gov/whats-new> see FAQ's on Competitive Integrated Employment
 - c. TAC QM Training resources: <https://catalog.ii-training.org/>
 - d. Webinar resources: <https://www.vrtac-qm.org/training/other-training>
 - e. <https://gwcrcre.org/cit-vr/webinars/>
 - f. Trauma Informed Care: <https://gwcrcre.org/webinar-evaluation-trauma-informed-care/?w=TRAUMAIC&pid=2814&q=27&v=qmtNtjujBA4>
- III. Utilizing data and recommendations from HDVR's Community Statewide Needs Assessment, Customer Satisfaction Survey, Social Security Administration's Office of Inspector General October 2021 Report, HDVR's Alliance Case Management System Effectiveness Review, we are working on strategies to reinforce best practices with staff mentoring, and highlights of successful performance

outcomes monthly.

- IV. Continue implementation of HDVR's Comprehensive System for Personnel Development (CSPD) for new hires to obtain master's degree for qualification of the post-graduate credentialing in rehabilitation counseling, CRC certification, as the gold standard for vocational rehabilitation services.

Other Workforce Development Updates:

1. October 2021 was National Disability Employment Awareness Month (NDEAM).
 - Governor's Proclamation: October 2021 as the 76th Anniversary of National Disability Employment Awareness Month. Theme: "America's Recovery: Powered by Inclusion"
 - HDVR NDEAM Activities Statewide:
 - Oahu Branch:
 - Disability Awareness Presentation for Blacks in Government, Pacific Ocean Chapter.
 - Pearl Harbor Shipyard: Work Readiness Program – HDVR referral of qualified candidates
 - Services for the Blind Branch - Ho'opono:
 - White Cane Awareness Walk
 - Employer (7-11 Hawaii) / Employee Recognition
 - Kauai Branch:
 - Employer (Safeway Kapa`a)/Employee Recognition (Featured Success Story Below)
 - Employer Engagement Activities at Target in Lihue (opened 10/24). Job development and placement by HDVR Employment Support Specialist (ESS), including onboarding and job coaching. Success story from ESS (Nancy):
 - *With ESS support, a VR candidate was hired at Target "Front of Store Guest Services- Cart Attendant". He started on 10/12/21, with an ASL interpreter during the 5-day orientation and computer training period. Following that, tasks were demonstrated by Target employees without the use of verbal words. His proficiency with the cart machine and awareness of safety were evident from day one and greatly appreciated by Target management. During the fast and frantic store opening week, this VR candidate adjusted well to the changing needs and instruction, with the help of the ESS. However, the ESS presence during the first work week ensured a consistent routine and adequate communication baseline was established. ESS was not needed to teach VR candidate how to do his cart retrieving or bathroom cleaning tasks. He appeared to master the concept of on-the-job training. ESS observed him develop and refine increasingly efficient methods of doing his job tasks.*
2. Business Highlights:
 - Presentation from Hyatt Hotels and Queen's Healthcare Systems
 - i. These meetings engage employers with DVR staff to learn about job skills and employment opportunities, as well as explore work-based learning experiences for VR participants and SWD.
 - Healthcare Sector: Development of WBLE with CVS Healthcare and Queen's Healthcare Systems pending execution of MOAs.

- Participated in Manufacturing Day – Promoting growth in this sector by supporting business and exploring work-based learning experiences (WBLE) and other career pathways for VR participants.
- MOA with DBEDT pending execution. In response to the economic impact from the COVID-19 pandemic and in support of the Governor’s digital economy initiative, DBEDT procured one-year memberships for 2,000 people to access the FlexJobs Corporation’s services. FlexJobs services include skills assessments, micro-lessons focused on skills that are particularly useful in today’s remote work environment, a job-seeker orientation webinar, jobs tip sheets to help point job seekers to employers offering remote jobs, and members-only access to virtual job fairs, hiring events, and special employer spotlight webinars. HDVR hopes that FlexJobs services will also assist persons with disabilities in finding competitive, integrated employment opportunities.

HDVR Featured Success Story from Kauai:

Kobe Iglesia named Outstanding Disability Employee; Safeway honored too

By [Dennis Fujimoto The Garden Island](#) | Friday, November 5, 2021, 12:05 a.m.



Brooke Jacintho of the Hawai'i State Council on Developmental Disabilities, Mayor Derek S.K. Kawakami, Kobe Iglesias, Amelia Kyewich Kaneholani of the HSCDD, and Safeway Kapa'a manager Lucienne Muse celebrate the announcement of Iglesias being named the Disability Employment Employee of the Year, Wednesday at the Safeway store in the Kaua'i Village.



Safeway Kapa'a manager Lucienne Muse holds her proclamation and listens as Mayor Derek S.K. Kawakami announces Kobe Iglesias as the Disability Employment Employee of the Year, Wednesday at the Safeway store in the Kaua'i Village.



Safeway Kapa'a employee Kobe Iglesias reacts with shaka of joy as Mayor Derek S.K. Kawakami announces him as the Disability Employment Employee of the Year, Wednesday.

KAPA'A — Safeway Kapa'a store manager Lucienne Muse was surprised Wednesday to share the spotlight with Kobe Iglesias as the Disability Employment Employee of the Year, and Safeway named as the Employer of the Year.

"He couldn't do this without you," said Mayor Derek S.K. Kawakami who made the announcement of Disability Employment honors. "An employee needs an employer, and Safeway Kapa'a is the Disability Employment

Employer of the Year. Lucienne made sure that Kobe had all of the support he needed during training to make sure he would be successful with his new job.

“The Safeway staff worked directly with Kobe during the hiring and training process and showcased a very supportive environment.” Kawakami continued, “Store manager Lucienne provides feedback to DVR staff regarding Kobe’s progress, and it is apparent that she genuinely wants her employees to succeed.”

ADVERTISING

Nominated by the Division of Vocational Rehabilitation on Kaua’i, Iglesia is described as a “hard worker and enjoys his job at Safeway, especially putting the carts away.”

“When I was in the retail industry, my favorite job was the one Kobe does — courtesy clerk,” Kawakami said. “He does many different tasks, keeping the store, break room, and bathrooms clean and free of trash and spills. He also assists with bagging groceries and does returns when customers leave items at the register.”

Prior to the COVID-19 pandemic, Iglesia worked at another retailer that temporarily closed when the pandemic hit. Unfortunately, they could not rehire him when they reopened.

“Kobe showed great patience and wanted to get back to work,” Kawakami said. “He’s been such a trooper during the last year and a half, and we’re all so very proud to see him thrive independently at Safeway. ‘I’m always very busy at Safeway,’ he said.”

Both Safeway and Iglesia were presented honorary proclamations by the county in observance of October being National Disability Employment Awareness Month.

“America’s Recovery: Powered by inclusion,” is the theme of this year’s observance that had a goal of educating about disability employment issues and celebrating the many and varied contributions of America’s workers with disabilities.

“Our national recovery from the pandemic cannot be completed without the inclusion of all Americans, in particular people with disabilities,” said U.S. Secretary of Labor Marty Walsh. “Their contributions have historically

been vital to our nation's success and are more important today than ever. We must build an economy that fully includes the talent and drive of those with disabilities."

Kawakami commemorated the 76th anniversary of National Disability Employment Awareness Month in the proclamations he presented to Muse and Iglesia.

"The county of Kaua'i pledges to continue taking steps throughout the year to recruit, hire, retain, and advance individuals with disabilities, and work to pursue the goals of opportunity, full participation, economic self-sufficiency, and independent living for people with disabilities," Kawakami said in the proclamation.

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