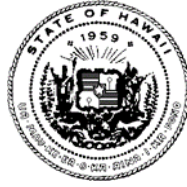


JOSH GREEN, M.D.
GOVERNOR
KE KIA'ĀINA



DEPT. COMM. NO. 171

CATHY BETTS
DIRECTOR
KA LUNA HO'OKELE

JOSEPH CAMPOS II
DEPUTY DIRECTOR
KA HOPE LUNA HO'OKELE

STATE OF HAWAII
KA MOKU'ĀINA O HAWAI'I
DEPARTMENT OF HUMAN SERVICES
KA 'OIHANA MĀLAMA LAWELAWE KANAKA
Office of the Director
P. O. Box 339
Honolulu, Hawaii 96809-0339

DR 22.045.1

January 10, 2023

The Honorable Ronald D. Kouchi, President
and Members of the Senate
Thirty-Second State Legislature
State Capitol, Room 409
Honolulu, Hawaii 96813

The Honorable Scott K. Saiki, Speaker
and Members of the House of
Representatives
Thirty-Second State Legislature
State Capitol, Room 431
Honolulu, Hawaii 96813

Dear President Kouchi, Speaker Saiki, and Members of the Legislature:

Enclosed is the following report submitted to the Governor in accordance with section 348-8(c), Hawaii Revised Statutes (HRS), Related to the Annual Report of the State Rehabilitation Council.

In accordance with section 93-16, HRS, the report is available to review electronically at the Department's website, at <https://humanservices.hawaii.gov/reports/legislative-reports/>.

Sincerely,

A handwritten signature in black ink, appearing to read "Cathy Betts".

Cathy Betts
Director

Enclosure

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 2022**

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 (VR) programs within the State and make the report available to the public. The Annual Report highlights the SRC's past fiscal year activities and accomplishments.

Council Purpose

The State Rehabilitation Council (SRC) advises and works in partnership with the Department of Human Services (DHS), Division of Vocational Rehabilitation (DVR), Hawaii's VR agency. The SRC was created and mandated by the Federal Rehabilitation Act of 1973 as amended. The Hawaii State Legislature codified the SRC in section 348-8, HRS, to support individuals with disabilities statewide. The SRC works in partnership with the DVR staff to carry 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 the US Commissioner of the Rehabilitation Services Administration; and
- Coordinate SRC activities with the activities of other disability-related councils within the State.

Council Structure

The council meets four times per year. The purposes of these meetings are to:

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

State Rehabilitation Council Members October 1, 2020 – September 30, 2021

	Composition	Member Name	Term	Term Ends
1	Statewide Independent Living Center Representative	Judy Guajardo	First	6/30/2025
2	At least one Representative of a Parent Training & Information Center (§348-8(a)(1))	Rosie Rowe	Second	6/30/2025
3	At least one Representative of the Client Assistance Program (§348-8(a)(2))	Howard Lesser	Exempt	6/30/2025
4	Qualified Vocational Rehabilitation Counselor (§348-8(a)(3))	Vacant		
5	Representative of Community Rehabilitation Program Service Providers (§348-8(a)(4))	Tira Kamaka	First	6/30/2024
6	Representative of Business, Industry, and Labor (§348-8(a)(5))	Evan Nakatsuka	Second	6/30/2023
7	Representative of Business, Industry, and Labor (§348-8(a)(5))	Caroline Campbell	First	6/30/2023
8	Representative of Business, Industry, and Labor (§348-8(a)(5))	Scott Hedrick	First	6/30/2024
9	Representative of Business, Industry, and Labor (§348-8(a)(5))	Vacant		
10	Representative of a Disability Advocacy Group (§348-8(a)(6))	Arthur Cabanilla	Second	6/30/2023
11	Representative of a Disability Advocacy Group (§348-8(a)(6))	Annette Tashiro	Second	6/30/2025
12	Representative of a Disability Advocacy Group (§348-8(a)(6))	Stan Young	Second	6/30/2025
13	Representative of a Disability Advocacy Group (§348-8(a)(6))	Nani Watanabe	Second	6/30/2025
14	Representative of a Disability Advocacy Group (§348-8(a)(6))	Wally Soares	Second	6/30/2025
15	Representative of a Disability Advocacy Group (§348-8(a)(6))	Catherine Taylor	Second	6/30/2025
16	Representative of a Disability Advocacy Group (§348-8(a)(6))	Vickie Kennedy	First	6/30/2023
17	Representative of a Disability Advocacy Group (§348-8(a)(6))	Vacant		

18	Current or Former Recipient of Vocational Rehabilitation Services (§348-8(a)(7))	Meriah Nichols	First	6/30/2024
19	At least one Representative of the State Educational Agency Responsible for the Public Education of Students with Disabilities (§348-8(a)(8))	Dr. Heather Chapman	First	6/30/2025
20	One Representative of the State Workforce Development Council (§348-8(a)(9))	JoAnn Inamasu	First	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	Exempt

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 with disabilities and are not employed by the DVR. Council members shall serve without compensation (voluntary) and be reimbursed for reasonable expenses, including travel expenses, necessary for the performance of their duties. The SRC consists of a diverse membership, who are representative of 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 the Department of Human Services (DHS) and click for dropdown menu
3. Check box: REHABILITATION Council, State
4. Scroll down to the 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 Interest 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 (except for members of the Client Assistance Program).

The SRC members perform several functions to execute their duties, as outlined in the Rehabilitation Act, mainly monitoring the performance of DVR. The DHS DVR is the state agency with the 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. 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.

For upcoming SRC meeting dates for FFY2022 and access to the agenda and minutes from previous meetings, go to the Hawaii SRC website: <https://humanservices.hawaii.gov/vr/state-rehabilitation-council-src/>.

SRC Accomplishments FFY2022 (October 1, 2021 – September 30, 2022)

1. **County and DVR Partner Representation**
Beginning in July 2022, the SRC welcomed representatives from the State Workforce Development Council (WDC) and the Department of Education (DOE). The WDC and DOE are federally mandated partners of DVR, and the participation of these new SRC members ensures that key stakeholders have input and contribution to the needs of the community.
2. **Advocate for the needs of people with disabilities throughout Hawaii** During FFY2022, the SRC represented all four Hawaii counties and provided quarterly reports from the following DVR partners: the Statewide Independent Living Council (SILC), Community Rehabilitation Programs, and the Client Assistance Program (CAP).
3. **The SRC convened four meetings during Federal Fiscal Year 2022**
The SRC met quarterly to advise DVR on any issues regarding how to best serve individuals with disabilities. DVR provided quarterly reports regarding the status of the Order of Selection, agency priorities for the quarter, and data regarding new DVR applicants, eligibility determinations, Individualized Plan for Employment completion rates, case closures, and employment outcomes for each county. The SRC reviewed, analyzed, and advised DVR regarding its performance and made recommendations to support the effectiveness of its services.
4. **National Conference Participation**
The SRC gained insight by participating in the Council of State Administrators of Vocational Rehabilitation (CSAVR) Virtual Spring Conference 2021 and ongoing virtual meetings with the National Coalition of State Rehabilitation Councils (NCSRC). From the information provided at the conferences, the SRC reviewed best practices in delivering DVR services in Hawaii and national advocacy priorities of the public VR system.
5. **Reviewed 2022 DVR Consumer Satisfaction Survey**

The SRC reviewed and analyzed the DVR Consumer Satisfaction Survey results for FFY2021 and provided recommendations to assist DVR in improving consumer satisfaction.

6. Comprehensive Statewide Needs Assessments (CSNA) Community Partner Survey
SRC members contributed to the triennial comprehensive statewide needs assessment of the vocational rehabilitation needs of individuals with disabilities in Hawaii.
7. Enhanced State Rehabilitation Council training
SRC incorporated an online SRC Training Series for SRC members from the San Diego State University Interwork Institute's VR Training Portal. In addition, SRC continued to connect members with Sunshine Law and Uniform Information Practices Training via the State of Hawaii Office of Information Practices.
8. Election of new officers and members
The SRC welcomed three new members in July 2022 while also nominating and electing members for Chair, Vice Chair, and Secretary. The SRC is currently comprised of 17 voting members.

HAWAII DIVISION OF VOCATIONAL REHABILITATION (HDVR or DVR) PROGRAM

HDVR MISSION – The Division of Vocational Rehabilitation exists to serve its participants who require assistance to prepare for, secure, retain or regain employment. The staff works as a team so that participants can achieve their hopes and aspirations for meaningful employment through timely and individualized vocational rehabilitation services.

HDVR VISION – To move forward to work, DVR provides vocational rehabilitation services to assist individuals with disabilities to prepare for, obtain, maintain, advance in, or regain employment.

The economic benefits of DVR are significant. They include increased earnings and purchasing power for DVR customers, increased taxes paid, and a decreased dependency on public assistance. Notably, within the first two years of employment, the average rehabilitated individual will have earned enough to match the cost of their VR services. In the future, the rehabilitated individual will contribute to the State's economy.

HDVR's annual funding is comprised of the 78.8% Federal VR award, matched by 21.3% State funding each Federal Fiscal year. In addition, supplemental federal funding without required matching is obtained through the Social Security Administration ticket to work cost reimbursement program (over \$800,000 for FFY22), with funding allocated to support Hawaii's independent living program services as needed.

HDVR SUMMARY

HDVR program's primary measurement of success is the number of job seekers with disabilities who have successfully achieved their employment goals and remain employed in both the second and fourth quarters after exiting the DVR Program. In addition, a corresponding measure of success is the number of VR participants engaged in Hawaii's workforce while working towards

fulfilling their career goals. Another Workforce Innovation and Opportunity Act (WIOA) performance accountability measurement of VR participants corresponds to the number of individuals engaged in training and educational services and attaining a measurable skills level associated with nationally recognized credentials.

HDVR PERFORMANCE STATISTICS

The Workforce Innovation and Opportunity Act (WIOA) requires that State VR programs submit an annual statewide performance report known as the ETA 9169 Report. The Annual Report (ETA-9169) requirements in WIOA Section 116(f)(1)(B) and its implementing regulations at 34 CFR §361.185 necessitate States must submit the WIOA Annual Report by October 1 following the close of each Program Year.

The report is available to view on the Rehabilitation Services Administration (RSA) website at: <https://rsa.ed.gov/wioa-resources/wioa-annual-reports>

WIOA STATEWIDE AND LOCAL PERFORMANCE REPORT (July 1, 2021 – June 30, 2022)

SUMMARY INFORMATION				
Service	Participants Served	Participant Exited	Funds Expended	Cost Per Participant Served
Career Services	1,764	95	\$403,678	\$229
Training Services	759	29	\$856,178	\$1,128
Percent training-related employment: N/A		Percent enrolled in more than one core program: 13.0%		Percent Admin Expended: N/A

BY PARTICIPANT CHARACTERISTICS												
		Total Participants Served	Total Participants Exited	Employment Rate (Q2)		Employment Rate (Q4)		Median Earnings	Credential Rate		Measurable Skill Gains	
				Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate
Total Statewide		2,581	125	93	34.7%	50	34.0%	\$4,105	5	25.0%	85	30.7%
Sex	Female	1,099	52	41	34.2%	15	24.2%	\$4,105			40	28.4%
	Male	1,480	73	52	35.1%	35	41.2%	\$3,967			45	33.3%
Age	< 16	205	8	5	20.8%	4	33.3%	\$8,059	0	0.0%	8	25.8%
	16 - 18	719	31	41	45.6%	15	36.6%	\$3,169	-	-	36	34.6%
	19 - 24	348	22	13	36.1%	10	41.7%	\$3,250	-	-	16	38.1%
	25 - 44	648	27	26	36.1%	15	36.6%	\$4,994	-	-	16	24.6%
	45 - 54	356	21	6	26.1%	5	25.0%	\$4,984	0	0.0%	5	26.3%
	55 - 59	162	6	-	-	0	0.0%	\$19	0	0.0%	-	-
	60+	143	10	-	-	-	-	\$8,210	0	0.0%	-	-
Race	American Indian / Alaska Native	77	4	5	38.5%	0	0.0%	\$1,759	0	0.0%	-	-
	Asian	1,313	57	40	34.2%	19	29.2%	\$5,103	5	50.0%	45	30.0%
	Black / African American	113	7	4	26.7%	-	-	\$3,077	0	0.0%	5	33.3%
	Hispanic / Latino	171	13	9	34.6%	-	-	\$9,538	0	0.0%	6	33.3%
	Native Hawaiian / Pacific Islander	941	54	40	35.7%	17	32.7%	\$3,299	-	-	24	27.3%

	White	1,065	56	40	36.4%	25	36.8%	\$6,834	-	-	43	33.6%
	More Than One Race	692	40	26	37.7%	9	22.5%	\$6,334	-	-	28	34.1%

BY EMPLOYMENT BARRIER											
	Total Participants Served	Total Participants Exited	Employment Rate (Q2)		Employment Rate (Q4)		Median Earnings	Credential Rate		Measurable Skill Gains	
			Num	Rate	Num	Rate		Earnings	Num	Rate	Num
Total Statewide	2,581	125	93	34.7%	50	34.0%	\$4,105	5	25.0%	85	30.7%
Displaced Homemakers	31	-	0	0.0%	0	0.0%	N/A	0	0.0%	0	0.0%
English Language Learners, Low Levels of Literacy, Cultural Barriers	860	51	36	30.0%	14	25.5%	\$3,011	-	16.7%	15	23.4%
Exhausting TANF within 2 years (Part A Title IV of the Social Security Act)	52	-	-	-	-	-	\$1,274	0	0.0%	0	0.0%
Ex-offenders	6	-	0	0.0%	0	0.0%	N/A	0	0.0%	0	0.0%
Homeless Individuals/runaway youth	47	-	0	0.0%	0	0.0%	N/A	0	0.0%	-	-
Long-term Unemployed (27 or more consecutive weeks)	1,106	67	27	26.5%	7	35.0%	\$3,155	-	-	54	36.0%
Low-Income Individuals	1,829	101	56	30.3%	24	24.2%	\$3,459	4	28.6%	45	26.3%
Migrant and Seasonal Farmworkers	9	-	-	-	-	-	N/A	0	0.0%	0	0.0%
Individuals with Disabilities (incl. youth)	2,581	125	93	34.7%	50	34.0%	\$4,105	5	25.0%	85	30.7%
Single Parents (incl. single pregnant women)	0	0	0	0.0%	0	0.0%	N/A	0	0.0%	0	0.0%
Youth in foster care or aged out of the system	58	-	-	-	-	-	\$2,466	0	0.0%	-	-

HDVR PROGRAM ACHIEVEMENTS

- HDVR staff provided essential services for individuals with disabilities seeking vocational rehabilitation (VR) services or independent living supports, collaborating with HDVR's community partners, stakeholders, and other DHS programs. HDVR staff continues to progress in addressing employment disparities among Hawaii's residents with disabilities.
- HDVR staff worked with a host of community partners to strengthen employment pipelines. These pipelines include work-based learning experiences, internships, and job placements in competitive integrated employment settings leveraging job retention and advancement opportunities for VR candidates to fulfill their career goals. The following entities are just some of the many essential partnerships HDVR staff regularly engaged with to support our participants in fulfilling their career goals:
 - Assistive Technology Resource Centers of Hawaii
 - Community Rehabilitation Providers (CRPs)
 - Department of Health Adult and Child & Adolescent Mental Health Divisions

- Department of Health Developmental Disabilities Division (Employment 1st - Cooperative Agreement with UH, DOH, DOE, DHS DVR)
- Department of Human Services Benefit, Employment & Support Services Division 1st to Work Program
- Department of Labor and Industrial Relations Workforce Development Council and County American Job Centers
- Hawaii Clubhouse Coalition
- Hawaii's Department of Business, Economic Development & Tourism
- Hawaii Department of Education
- Hawaii Department of Transportation
- Hawaii Employers statewide
- Hawaii State Committee of Blind Vendors
- Hawaii State Council on Developmental Disabilities
- Hawaii State Public Libraries
- Maui Economic Opportunity
- Pacific Islands Healthcare System Veterans Benefits and Mental Health Programs
- Partnership Plus Employment Networks
- Society of Human Resource Managers Hawaii
- Statewide Independent Living Council and Centers for Independent Living
 - Access to Independence Hawaii
 - Aloha Independent Living Hawaii
- University of Hawaii Career Counselors
- University of Hawaii Center on Disability Studies
- US Military Bases
- Advocacy Networks:
 - Hawaii Legislature: Deaf and Blind Task Force
 - Deaf and Hard of Hearing Advisory Board
 - Hawaii Disability Rights Center
 - Hawaii State Council on Mental Health
 - Special Parent Information Network
 - State Rehabilitation Council
- HDVR continued to collaborate with community providers contracted by the Social Security Administration (SSA), who are representatives of the Partnership Plus MOU, to reinforce job retention for SSA ticket holders (SSDI beneficiaries returning to work). This MOU supported individuals with most significant disabilities to return to work and retain employment with long-term support provided by the statewide SSA Employer Network of providers.
- HDVR's American Job Center Partnerships/Memorandums of Understanding (MOU)/Infrastructure Funding Agreements (IFA) with all counties to support outreach, warm linkages with AJC staff for DVR's Order of Selection (OOS) deferred services waitlist individuals, and access for VR participants dually enrolled to use AJC resources.
- HDVR utilizes comparable services and benefits whenever available by partnering with various programs that provide relevant services to those on the Individualized Plan for Employment.

Some of the partnerships include training services received from Title I, II, and III WIOA core partners, including Youth Build, Job Corps, Alu Like, University of Hawaii System, Community College Continuing Education Programs, DOE Adult Education, DLIR – Workforce Development Division, and the Disabled Veteran's Outreach Program.

- HDVR has cleared 203 individuals from the Category 1 Most Significantly Disabled (MSD) and 251 individuals from the Category 2 Significantly Disabled (SD) for a total of 454 from the Order of Selection (OOS) deferred services waitlist for this program year between July 1, 2021 – June 30, 2022. The total number of individuals removed from the deferred services waitlist since it was implemented on October 1, 2017, is 1,458 individuals.
- HDVR, as the Designated State Entity (DSE), collaborates with the Statewide Independent Living Council (SILC), Centers for Independent Living (CILs), and community providers to advocate for additional funding for our community's needs given our high unemployment rates, cost of living, and high rates of homelessness. In addition, DVR provided supplemental funding to the CILs to provide services identified in the Comprehensive Statewide Needs Assessment. The additional funding was used for special projects to serve unserved or underserved individuals statewide. These special projects included:
 - Assisting individuals to move out of skilled nursing facilities and back into the community;
 - Providing vehicle modification for independent travel, which is especially pertinent on neighbor islands without access to public transportation;
 - Providing orientation and mobility instruction for individuals who are blind/with low vision on the neighbor islands (especially for residents who are not VR participants seeking employment or unable to attend training on Oahu at Ho'oponou); and
 - Providing low-tech devices to support independence to accomplish tasks around the home successfully and safely.
- HDVR's contracts with the University of Hawaii's Comprehensive Services Center (CSC) to support individuals statewide who are hard of hearing, deaf, or deaf-blind. Participants attend workshops, classes, events, tutoring, and camp that include VR clients referred for services. The CSC also provides 1:1 appointment scheduling, assisting individuals with understanding the mail they received and the follow-up required, calling, and making appointments, tech support, job searches, etc. The CSC adapted services to continue to provide 1:1 SSP (Support Service Provider) services for Deaf-Blind recipients' independent living goals, integrating COVID safety precautions.
- HDVR's contracts with the Assistive Technology Resource Center of Hawaii (ATRC) continued to serve individuals statewide with assistive technology education, device demonstrations, loans, and public training during the pandemic utilizing technology to reinforce and strengthen independent living skills.
- HDVR contracted San Diego State University (SDSU) to conduct the Comprehensive Statewide Needs Assessments (CSNA) as required in the Rehabilitation Act of 1973, as amended (WIOA). Rehabilitation Services Administration (RSA) requires HDVR to perform this process once every three years. The CSNA, conducted jointly by each state's vocational rehabilitation agency and State Rehabilitation Council, identifies, reports, and addresses the vocational

rehabilitation service needs of individuals with disabilities. SDSU completed the CSNA Report in the Fall of 2022, and the results generated from the assessment influenced the development of strategies to meet the community's needs, as noted in Hawaii's Unified State Plan modifications updated in September 2022.

- HDVR continued strengthening the foundation for compliance and performance required by our federal and State funding, developing and implementing federally approved corrective action plans.
- In October 2021, HDVR celebrated the 76th Anniversary of National Disability Employment Awareness Month (NDEAM). HDVR collaborated with Hawai'i State Developmental Disabilities Council (DDC) Employment Committee and other agencies to create a theme: "America's Recovery: Powered by Inclusion." HDVR is an active member of the Hawaii Employment First Taskforce and obtained an NDEAM Proclamation from the Governor. HDVR NDEAM Activities Statewide included:
 - HDVR participated in Employer & Employee of the Year Awards Ceremonies on Oahu and Kauai. HDVR honored 7-Eleven with the Employer of the Year Award for employing many of HDVR's participants and honored Safeway Kapaa for providing extra support for VR participants. HDVR awarded the Employee of the Year Award to two former VR participants; one secured a federal position at the VA and the other secured a position at Safeway;
 - Disability Awareness Presentation for Blacks in Government, Pacific Ocean Chapter;
 - Pearl Harbor Shipyard: Work Readiness Program – HDVR referral of qualified candidates;
 - White Cane Safety Awareness Day Walk celebrations were conducted remotely to demonstrate the importance of the white cane to blind and visually impaired communities. The white cane empowers blind and visually impaired individuals with independence, freedom, and confidence.
- DVR is no longer under the statewide Reduction-in-Force (RIF) due to a Classification and Recruitment Freeze, which started on November 15, 2021, for Bargaining Units (BU) 1, 2, 3, and 4, and resolved on February 7, 2022. HDVR can now resume recruitment efforts for funded vacancies in BU 03 (for clerical and SSA positions) and all other vacancies.

HDVR SUCCESS STORIES

- HDVR Kauai Employment Services Specialist (ESS) assisted a VR candidate to be hired at Target as a "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, Target employees demonstrated tasks without using verbal words. His proficiency with the cart machine and safety awareness was 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. HDVR's ESS presence during the first work week ensured a consistent routine and an adequate communication baseline. The ESS observed him develop and refine increasingly efficient methods of doing his job tasks. The ESS was not needed to teach the VR candidate how to do his cart retrieving or bathroom cleaning tasks. He appeared to master the concept of on-the-job training.

- HDVR's Ho'opono employee of the year is a woman who lost her vision while employed as a bookkeeper and needed assistance to prepare for, obtain and maintain a new job. Thanks to HDVR's Ho'opono staff, she was hired by the Federal government as a bookkeeper with Naval Supply System Command (NAVSUP), where she recently received an award for being an outstanding employee.