

State of Hawaii Department of Human Services First To Work Vocational Rehabilitation

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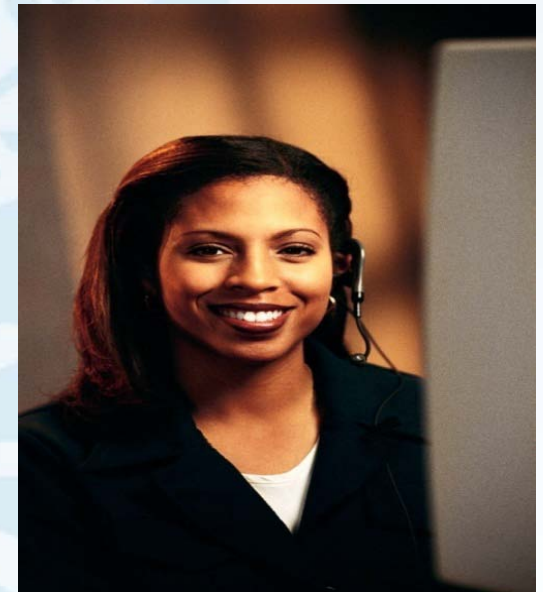
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Only authorized personnel have access to client records. The records and the information shared is confidential. Like all other care providers, Counselors are required by law to report situations of neglect and/or abuse.

EQUALITY

We provide access for all eligible participants:

- single parent households
- two parent households
- US and Non US citizens



Interpreters can be arranged if necessary.

- Counselors obtain consent to talk with Doctors and care providers. If clients refuse to consent and refuse participation, noncompliance procedures will begin.
- Violence and abuse towards Counselors is not tolerated.

- Possess a minimum of a Bachelors degree in Counseling, Psychology, and/or Vocational Rehabilitation.
- Attend mandatory state human services training, this training provides knowledge of the States computer systems and the State administrative rules about the First to Work Programs.
- Attend refresher and update state trainings on the Federal and State laws and regulations for qualification and maintenance of financial assistance and support services.
- Attend continuing education workshops with University of Hawaii, University of Wisconsin and San Diego State University. Along with a variety of private training such as housing, poverty, motivational interviewing, various cultural and community awareness issues and etc.

Who is eligible for the FTW Vocational Rehabilitation Work Program

- Recipient of public financial assistance
- Other Work Eligible Individuals unable to meet full time work requirements due to psychological/physical disability, or substance abuse.
- Recommended work activity of less than 30 hours a week.

Determination of Required Hours of Activity

- The Medical board will determine the minimum hours of participation.
- Individual plans will then be coordinated between employment counselors, the client and healthcare professionals as needed!



Vocational Rehabilitation Work Program Outline

*****Initial Case Review, Interview and Assessment *****

- Vocational Rehabilitation coordinates with individuals and verifies with Care Providers as needed for the implementation of recommended treatment plans, therapies and counseling.
- Participants are provided support services to ensure treatment plans and goals are being met. VR Counselors will monitor treatment participations and outcomes via weekly contact.
- Treatment progress or lack of progress will be monitored and documented. Care providers will be consulted to provide recommendations on new treatment suggestions or identification of why a participant is lacking progression in therapy or treatment plan.
- The VR Team can assist with coordination for a new medical or physiological evaluation for newly discovered or worsening conditions.
- The VR Team will continue to provide support services with the current care provider until the medical board has made a new determination.

Vocational Rehabilitation Work Program Outline

- Once the medical board provides the hourly participation recommendation the VR Counselors coordinate with the individual and Care Providers on participation recommendations.
- If client disagrees with the Medical Boards participation recommendation, a new evaluation with amplified information may be done on a new assessment.
- The VR Counselors coordinate with the individual and Care Providers on the recommended participation activities.
- As Participants progress, VR Counselors coordinate the transition between treatment and therapy into progressive work related activities.
- The VR Team discusses the work related activity options with the individuals and their Care Providers and participants to find the best fit to transition the client into job readiness.

Vocational Rehabilitation Work Program

Activity Options

Program Workshops include but not limited to:

- Hoala Job Preparedness Workshop
 - daily workshops
- Pre-Employment Training
 - Weekly workshops on life skills
- Job Club
 - Weekly workshops on employment skills, job search techniques, interview skills.
- Oahu Work Links and DVR coordination
- Parenting Classes



Vocational Rehabilitation Work Program Activity Options

➤ **Community Work Experience Participation (CWEP)**

- UNPAID training experience must match employment goals.
- Training activities with non-profit based on agree to training plan.
- This opportunity used to gain generic work habits or specific experience.

➤ **Community Service Program (CSP)**

- UNPAID structured activities performed for the direct benefit of the community.
- Assist at government and/or nonprofit agencies
- Assists to build work history, improve work behaviors, work attitudes and general skills.
- An opportunity to explore options if no clear preferences or vocational goals are readily identified.
- Opportunity provided to experience the job field desired prior to commitments.



Vocational Rehabilitation Work Program Activity Options

Educational Work Activities that will assist a clients success in the workforce will be evaluated under:

- High School Equivalency and ESL
- Vocational Education - Post Secondary Education

In order to participate in educational activities Counselors and client must
minimally establish:



1. Medical board recommendation and hours of participation match.
2. Care Provider encourages participation at skill level participant of education program.
3. Classes are required to gain necessary skills to become employable.
4. Maintain satisfactory progress

Vocational Rehabilitation Work Program Activity Options

➤ Career Exploration

- Experience and desires
- Matching skills with goals
- Transition to Work Inventory (TWI) opportunities
- Hire Net assessment

➤ Employment

- Unsubsidized Employment
- Subsidized Employment

* participants who are cleared by the medical board to participate at 24+ hours a week, and have care providers recommendation for work are provided the support services to participate in SEE opportunities!



- Staff will provide the necessary support and training to enhance promotions and skill building on the job.
 - * Increasing hours
 - * Career Growth in current position/field
 - * Job Change for one with greater responsibility, promotion and more \$\$\$\$.

Scope of Services

Support Services

➤ Childcare

- All children up to age 12
- Children ages 13 to 18 with disabilities
- Child Protective Service referrals



➤ Transportation

- A. Mileage reimbursement
- B. Parking Fees
- C. Bus Pass

➤ Work Related Expenses



(Support services are reimbursed based on program participation, activity hours and supporting documentation).

Program Goals once treatment attained and incapacity manageable

- Once treatment or therapy completed and medical or psychological issues are evaluated to be manageable and work related activity is suggested to assist with the progression of recovery and self sufficiency the case will be reevaluated to support the following goals:
 - Barrier Removal Plan
 - Treatment coordination and follow up
 - CWEP/Volunteer Site
 - Employment
 - LASH referral for SSI/SSDI application
 - Employment Plan
 - CWEP/Volunteer Site
 - Employment



- During contacts discussion on each clients unique situation, progression, etc to include:
 1. Identifying potential barriers
 2. Developing an Employment Plan
 3. Monitoring & Tracking participation
 4. Providing Support Services
 5. Implementing a Conflict Resolution Process when participants fail to participate or meet goals without Good Cause.

- VR Counselors make every attempt to work with participants to remain in program compliance.
- Once a work activity has been agreed upon by all three parties, noncompliance with the agreed upon activity may result in referral to the Eligibility Worker.
- If failure to provide good cause or provide new assessment for medical board review the Eligibility Worker may terminate benefits for non-compliance.
- Clients are briefed on their Right to a Fair Hearing and recommended support documents for their case are discussed.



Cases will be closed for the following reasons:

1. Able to meet 30 hour work requirement.
2. SSI/SSDI approved
3. Loss of TANF/TAONF
 - a. Earnings exceed income limit\
 - b. Voluntary withdrawal from public financial assistance
 - c. Sanctioned (non-compliance)
4. Relocation out of state



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Vocational Rehabilitation Program is also located in Hilo on the Big Island and Kauai

Additionally, we offer various individual and family services throughout the state at several locations:

- First to Work TAONF- In Aiea and Ala Moana, services 2 parent household
- UFUE– Queen St, Windward, Kapolei and Wahiawa, services to new recipients of financial assistance
- Career Solutions and Ola I ka Hana- services youth
- Imi Loa – services Micronesian immigrants
- Job Connections – service ex-offenders
- Free Tax Clinic

www.higoodwill.org

Any Questions ?



we see the good. we see the will. **Goodwill** works.