

# **VOCATIONAL SERVICES FOR THE DEAF AND HARD OF HEARING THROUGH A COMPREHENSIVE SERVICE CENTER**

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## FOREWORD

This report was prepared in response to S.C.R. No. 37, S.D. 1, "Requesting the Legislative Reference Bureau to Study the Establishment of a Comprehensive Vocational Rehabilitation Center for Deaf and Hard of Hearing Individuals". The Resolution asked the Bureau to consult with agencies familiar with serving this population, to survey other states regarding the start-up and operating costs of a comprehensive center, to suggest services to be delivered by a Hawaii center, and to recommend legislation to establish the center.

The Bureau requested written input from agencies in fifty-three United States jurisdictions and from all Hawaii stakeholders who were identified in the Resolution or who submitted testimony on it. The Bureau also attended a meeting to consult with interested stakeholders who had jointly produced a "white paper" for our use. This report represents a synthesis of the Bureau's own research and the input received from other jurisdictions and the Hawaii stakeholders. The Bureau extends its appreciation to the agencies and organizations identified in the report. The Bureau further extends its appreciation to the Vocational Rehabilitation and Services for the Blind Division of the Department of Human Services for its responses to our requests for information.

Ken H. Takayama  
Director

January 2009

## FACT SHEET

- It is estimated that one in ten Americans -- or 30,000,000 individuals -- have a hearing loss, making it the most prevalent, chronic, physical disability in America.
- The prevalence of hearing loss in the general population is steadily increasing, with the greatest increases occurring in the under 17 age group and the 45-64 age group, and that trend is expected to continue with the "baby-boomer" generation experiencing age-related hearing loss and life expectancy continuing to grow.
- Although delivery of vocational rehabilitation services to the deaf and hard of hearing in Hawaii has showed steady progress, it still lags behind service to the blind and visually impaired in terms of the number of people served and the range of services provided.
- Disconnected and uncoordinated service delivery minimizes the effectiveness of the already limited resources invested in serving the deaf and hard of hearing.
- Access to the downtown Honolulu location of the Deaf Services Section is inconvenient for consumers; even if it was more convenient, consumers would still have to travel to multiple locations and interact with multiple providers to receive the full range of needed services.
- The Deaf Services Section has been deprived of its minimum complement of personnel by a high turnover of personnel in certain positions, which has led to a cycle in which the vacant positions are eliminated, advocacy groups work for them to be reestablished, and filling the positions takes an extended period of time.
- Deaf and hard of hearing employees tend to be placed in entry level positions and rarely advance; frustrated with seemingly dead-end jobs, a significant number of these former clients simply give up, quit their jobs, exit the employment pool, and return to subsistence on public benefits.
- Utah's Robert G. Sanderson Community Center for the Deaf is one example of a comprehensive facility serving the deaf and hard of hearing that provides services designed to increase productivity, independence, and community integration of individuals who are deaf or hard of hearing, including information and referral, educational classes, counseling and case management services, recreation and leisure activities, telecommunication services for the deaf, repair and maintenance of assistive technology, interpreter services, and a library.
- The department of human services should conduct an in-depth review of the organization of the vocational rehabilitation and services to the blind division to develop a comprehensive plan to restructure services to the deaf and hard of hearing through a comprehensive service center.

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# Chapter 1

## INTRODUCTION

### Scope of Report

During the Regular Session of 2008, the Legislature adopted Senate Concurrent Resolution No. 37, S.D. 1 (S.C.R. No. 37 or Resolution), "Requesting the Legislative Reference Bureau to Study the Establishment of a Comprehensive Vocational Rehabilitation Center for Deaf and Hard of Hearing Individuals". (See Appendix A.) The Resolution estimated the size of Hawaii's deaf and hard of hearing population as 47,700 individuals, but noted that, according to a 1996 Legislative Reference Bureau study entitled *Vocational Rehabilitation Services for the Deaf and Hard of Hearing in Hawaii*, "the deaf population has not been receiving services on par with the blind population" and that "the number of services and staff devoted to vocational rehabilitation for the deaf group should be substantially greater than at present."

S.C.R. No. 37 stressed the importance of providing consistent vocational rehabilitation services to the deaf and hard of hearing so that this population may acquire the skills necessary to realize their full employment potential. The Resolution found that only 243 deaf and hard of hearing adults had received vocational rehabilitation services in fiscal year 2007 and that only 43 of these individuals had been placed in employment statewide. S.C.R. No. 37 also found that employment options and job placements for deaf and hard of hearing individuals could be increased by creation of a comprehensive vocational rehabilitation center, the purpose of which would be to provide:

- (1) Vocational assessment related to employment interests and capabilities;
- (2) Training related to independent living or adjustment services, including money management, time management, decision making, and basic work skills; and
- (3) Job placement, job coaching, and other necessary services to ensure that individual skills are maximized with placement in appropriate job settings.

S.C.R. No. 37 asked the Bureau "to report to the Legislature on establishing a comprehensive center serving deaf and hard of hearing individuals to coordinate and improve their employment options through the Hawaii Vocational Rehabilitation Services for the Blind Division of the Department of Human Services." More specifically, the Resolution asked the Bureau to:

- (1) Suggest services to be delivered by a comprehensive center;
- (2) Roughly estimate the costs of establishing a center in Hawaii and survey similar start-up and operating costs of centers in other states;
- (3) Consult with agencies familiar with serving the target population in Hawaii; and



- (4) Recommend legislation to establish a comprehensive center.<sup>1</sup>

## **Methodology**

The first step undertaken by the Bureau was to identify Hawaii stakeholders in the provision of vocational rehabilitation services to the deaf and hard of hearing. These were comprised principally of the agencies and programs identified in the Resolution itself and those who submitted testimony on it. (See Appendix B.) The Bureau also employed a list of state commissions or offices on deafness and state coordinators of rehabilitation services for deaf persons compiled by the Laurent Clerc National Deaf Education Center at Gallaudet University. (See Appendix C.) A letter was sent to both groups soliciting their views on the creation, composition, and operation of a comprehensive vocational rehabilitation center for the deaf and hard of hearing. (See sample letter in Appendix D.)

Responses to our letters were received from three of the Hawaii stakeholders and comments were received from a fourth. (See selected responses in Appendix E.) Most, if not all, of the Hawaii stakeholders participated in the preparation of a "white paper" that was presented to the Bureau and discussed during a meeting on September 18, 2008, that also included some stakeholders not previously identified. (See Appendix F.) The Vocational Rehabilitation and Services for the Blind Division of the Department of Human Services was particularly helpful. The Bureau also received seventeen responses from agencies in other United States jurisdictions that were of varying utility. (See selected responses in Appendix G.) While several jurisdictions have comprehensive centers similar to the center contemplated by the Resolution (see Chapter 4), the information presented on the cost of staffing and operating those centers may be of limited value because of the high cost of living and doing business in Hawaii. Finally, the Bureau did its own factual and legal research into the provision of VR services to the deaf and hard of hearing population in other jurisdictions.

## **Organization**

This chapter discusses the methodology used in this study and describes the scope of the report. Chapter 2 provides general information regarding the deaf and hard of hearing population and the challenges involved in providing vocational rehabilitation services to this population. Chapter 3 discusses the history of vocational rehabilitation services for the deaf and hard of hearing in Hawaii, including a brief summary of relevant portions of the Bureau's 1996 report. Chapter 4 discusses the responses to requests for information from other jurisdictions made by the Bureau and describes three programs that might guide creation of a comprehensive service center here. Chapter 5 summarizes the response of Hawaii stakeholders to the Bureau's request for information. Chapter 6 presents the Bureau's findings and recommendations.

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<sup>1</sup> As originally introduced, S.C.R. No. 37 also asked the Bureau to assess the "feasibility" of establishing a comprehensive center. However, the Resolution was amended prior to its adoption to delete this request.

**Glossary/Abbreviations**

**ASL** - American Sign Language

**DVR** - Division of Vocation Rehabilitation

**VR** - Vocational Rehabilitation

**RCD** - Rehabilitation Counselor for the Deaf

## Chapter 2

# CHALLENGES IN PROVIDING VOCATIONAL REHABILITATION SERVICES TO THE DEAF AND HARD OF HEARING

### Prevalence of Hearing Loss

According to United States Census Bureau data, it is estimated that one in ten Americans -- or 30,000,000 individuals -- have a hearing loss, making it the most prevalent, chronic, physical disability in America.<sup>1</sup> About 500,000 of these individuals are deaf, and the rest are hard of hearing or late deafened. The prevalence of hearing loss in the general population is steadily increasing, with the greatest increases occurring in the under 17 age group and the 45-64 age group, and that trend is expected to continue with the "baby-boomer" generation experiencing age-related hearing loss and life expectancy continuing to grow. Approximately 18,000,000 deaf or hard of hearing persons are of working age (16-64). In the 21-64 working age group, 58.2 per cent of those who are totally unable to hear are employed, 63.6 per cent of people with some functional hearing loss are employed, and 80.5 per cent of people with no disability are employed. Persons who are deaf or hard of hearing and have received vocational rehabilitation services are highly successful in obtaining employment compared to persons with other disabilities, with 79 per cent (25,664 of 32,599) obtaining employment in fiscal year 2006 compared to 56 per cent of persons with other disabilities (180,126 of 319,538).

### Types of Hearing Loss and the Implications for Vocational Rehabilitation

The population of Americans with hearing loss is as varied as it is large, and this lack of homogeneity poses special challenges in the provision of vocational rehabilitation services. There are four major constituencies in the deaf and hard of hearing population.<sup>2</sup>

- **Deafness/Primary Communication Visual.** People in this category are deaf and rely primarily on visual means of receiving and expressing communication such as sign language. The severity of the hearing loss experienced by this population impacts their social, academic, and vocational functioning and, in the latter context,

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<sup>1</sup> The information presented in this Chapter, unless otherwise noted, is drawn from the *Model State Plan for Rehabilitation of Persons who are Deaf, Deaf-Blind, Hard of Hearing or Late Deafened*, University of Arkansas Rehabilitation Research and Training Center & Council of State Administrators of Vocational Rehabilitation, Standing Committee on Services for Individuals who are Deaf, Deaf-Blind, Hard of Hearing or Late Deafened, 5<sup>th</sup> ed., April 2008, Watson, Jennings, Tomlinson, Boone & Anderson, editors.

<sup>2</sup> Not mentioned here are those who are deaf-blind. They are omitted only because the needs of this population were not addressed in the Resolution, perhaps because, in Hawaii, they are served by the Ho'opono program. (See Chapter 3.) Should Hawaii create a comprehensive service center for the deaf and hard of hearing, deaf-blind individuals should be able to select, based on informed choice, where to obtain services. Those who were born deaf and later lose their eyesight, such as those with Usher syndrome (in which the individual is born deaf or with limited hearing ability and progressively loses eyesight, becoming blind anywhere from the primary years to early middle age), may consider themselves primarily to be deaf persons and choose their service provider accordingly.

requires assistance to complete the transition from school to postsecondary training, gaining and keeping employment, advancing in the work force, and retraining for reemployment. These people are most likely to be considered "culturally deaf" as well. Culturally deaf persons at once see themselves as being part of a small, distinct group that communicates visually, not audilogically, while also being excluded from, indeed invisible to, the hearing population. They may not immediately be seen as disabled like the blind because they do not use canes or service animals, and they may not receive services on a par with the blind as a result. While they do not see themselves as disabled simply because they "speak" a different language than the hearing population, they may feel discriminated against, and their cultural separateness reinforced, because the needs that arise from their different means of communication may not be equitably addressed.

- **Deafness/Primary Communication Auditory.** This category consists of those who are considered deaf but may retain some audiological ability and do not rely primarily on sign language. The largest group in this category consists of persons who are late deafened, in that their hearing loss occurs after auditory acquisition and development of speech and language, and may comprise as much as three-quarters of the deaf population. They may use assistive listening devices but cannot rely on hearing alone as a means of receptive communication and must also use visual cues that may include a type of sign language, text reading, speech reading, and body language. Many people in this group are underserved or achieve less than satisfactory vocational outcomes because they must effectively learn a new language and relearn day-to-day coping skills. They are in need of services that range from assistance with independent living and community adjustment (coping with the experience of being estranged from those who previously occupied a significant place in the person's home or work place and finding communication appropriate social and cultural activities) to vocational services that include post-secondary training, retraining, learning about assistive technologies, and self-advocacy for appropriate accommodations in school and the workplace. The other group in this category is referred to as "oral deaf," which includes people who grow up audilogically deaf but do not use ASL as a primary means of communication and may not subscribe to the cultural norms of those who do rely on ASL.
- **Hearing Loss/Primary Communication Visual.** This category consists of persons who are audilogically hard of hearing and who use, but are not primarily reliant on, visual means of communication. Like deaf persons, hard of hearing persons face difficulty interviewing for and getting jobs, obtaining workplace accommodations, and being paid on a par with persons who are not deaf or hard of hearing. However, the primary areas of concern for this group are on-the-job communication and interactions with co-workers and supervisors and the resulting impact on job retention and advancement.
- **Hearing Loss/Primary Communication Auditory.** This category consists of persons who have lost some of their hearing capacity but are able to communicate with others using speech and hearing, sometimes with the assistance of hearing

technology. The service primarily needed by this population involves provision of appropriate technology including hearing aids and other assistive listening devices. They also frequently need assistance overcoming long-established psychosocial barriers that require more than technology.

## **Complicating Challenges**

While these groups each present more or less distinct challenges to the provider of VR services, they may also share additional challenges. One of those is that the person may also be considered low functioning deaf, that is, the person may exhibit significant educational disabilities in addition to hearing loss. The rehabilitation implications for this population, which may comprise as much as 30 per cent of the total population of deaf and hard of hearing children and youth, are significant. The services required by this population -- independent living training, employment preparation, and ongoing transitional services -- are highly specialized, comprehensive, and long term ones that are, not surprisingly, intensive and expensive. Another challenge is membership in a racial or ethnic minority. Although this may be less of an overt factor in a "majority minority" culture like that found in Hawaii, a perceived underrepresentation of racial and ethnic minorities in the ranks of vocational rehabilitation professionals may present a barrier, or at least a disincentive, to seeking services. Even apart from perceived racial or ethnic minority identity issues, if the person needing services is from an immigrant family, that person may not have the support necessary to readily access services either because of language differences, because of cultural issues regarding the perceived stigma of having a disability, or both.

## **The Vocational Rehabilitation Process**

The Rehabilitation Act of 1973 and the 1998 amendments to the Act<sup>3</sup> define the vocational rehabilitation process and serve to guide administrators, counselors, and consumers through the state-federal vocational rehabilitation program in a series of decisions and activities designed to achieve a successful employment outcome for the consumer. This process should recognize and address the diversity within the groups of individuals described above and accommodate the consumer's communication preferences, cultural values, and functional issues.

- **Identifying Consumers.** Given the size and diversity of the target population of consumers with hearing loss and the fact that consumers may not be fully aware of their functional limitations or of the availability of services and technology to address them, vocational rehabilitation programs need to develop similarly diverse sources for referral of those consumers (e.g., school counselors, assistive technology dispensers, etc., discussed below).
- **Developing Referrals.** Outreach, public relations, and information sharing can facilitate appropriate referrals to vocational rehabilitation services and help the

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<sup>3</sup> 29 U.S.C. § 701 et seq.

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referral source present the full range of the potential referral's employment-related problems and needs to the vocational rehabilitation counselor in functional terms. These sources can include: (1) secondary school programs whose personnel can identify students with hearing loss receiving services under an Individual Education Plan pursuant to the Individuals with Disabilities Education Act, as well as students with hearing loss who may not be receiving services under an IEP; (2) postsecondary education programs with students receiving classroom support through a Disability Support Services Office or whose needs have not been identified until after enrollment; (3) hearing aid and assistive technology dispensers; (4) health care agencies and programs; (5) independent living programs that serve persons who are deaf or hard of hearing; (6) state and local chapters of national associations that advocate for persons with hearing loss or their families, or both; (7) agencies and programs that serve immigrant populations but may not be equipped to serve applicants with a hearing loss; (8) employers, human resource personnel, and employee assistance programs that have identified employees struggling with adult onset or progressive hearing loss; (9) professional and trade associations; (10) trade unions; and (11) other persons with hearing loss receiving vocational rehabilitation services.

- **Determining Eligibility.** As is apparent from the discussion above, the difference between the number of persons with hearing loss and the number of persons with hearing loss who received vocational rehabilitation services is on the order of one-tenth of one per cent. While that is at least partly due to the fact that large numbers of people with hearing loss have not been identified and referred for service, it also reflects the fact that vocational rehabilitation is an eligibility program, not an entitlement program like those operated pursuant to the Individuals with Disabilities Education Act or the Social Security Act. Eligibility requires a determination that the person has a physical or mental impairment that is a substantial impediment to employment, requires services to become employed, and can benefit from those services in terms of an employment outcome.
- **Comprehensive Assessment of Rehabilitational Needs.** A comprehensive assessment of the potential consumer helps define the full range, scope, and options for services necessary to overcome the impediment to employment identified in the eligibility determination. Elements of the assessment may include medical, otologic, audiological, ophthalmologic or optometric, and psychological and psychosocial assessments, assessments to identify the consumer's preferred method of communication and its effectiveness, rehabilitation technology assessment, and job site assessments.
- **Developing the Individual Plan of Employment.** After completion of the comprehensive assessment, counselors and consumers discuss, plan, and determine a set of employment goals and identify the services needed to achieve those goals as part of the Individual Plan of Employment (IPE). By law, the planning session must be conducted in the consumer's preferred mode of communication to ensure that consumers are informed about the full range of choices they have related to available

services and can communicate their questions, concerns, and preferences to the counselor.

- **Scope of Services.** Once the consumer and counselor agree on the IPE, the next step is to determine the services needed to facilitate attaining the goals of the IPE. These may include vocational counseling and guidance, job readiness training, independent living skills training, on-the-job training, job shadowing, supported employment, interpretive services, rehabilitation technology services, assertiveness training and confidence building, ongoing counseling and guidance sessions with the counselor, communication skills training, intensive counseling and therapy, and coping skills support groups.
- **Job Development and Placement.** This phase of the process seeks to put the plan in motion. Services may include providing motivation to work to the consumer who is receiving Social Security benefits and is concerned about the impact that working may have on their benefits. This reluctance may be overcome by working with Social Security Benefits specialists to provide work incentives, planning, and assistance and to identify the income level that would impact SSI or SSDI benefits. It may also be addressed by explaining the long-term potential for increased savings, employee benefits, and the independence and self-worth associated with working and earning and income. This phase may also include marketing to employers with communication and safety concerns related to hiring persons with hearing loss. These concerns may be overcome by use of communications technology developed in the wake of the Americans with Disabilities Act. Services may also include assistance in obtaining assistive listening technology or interpreter services so that the consumer may participate in the staff meetings, in-service training, and continuing education that is critical to job retention and advancement.
- **Workplace Accommodations.** Once placed, the consumer concerned with assimilation may underestimate the extent of hearing loss or want to avoid calling attention to it and thereby end up becoming more isolated as a result. The consumer may need training to understand appropriate workplace accommodation and ways to effectively assert themselves in addressing their workplace communication needs.
- **Closure/Post Employment Services.** Regular post-placement follow-up by the counselor to ensure satisfactory job placement and adjustment and to proactively assist both the consumer and employer by addressing issues including: suitability of the placement to the consumer's education, ability, and choice; the employer's awareness and acceptance of the consumer's hearing loss; suitability of the workplace environment for effective communication, operability, maintenance, and ease of use of assistive technology; effectiveness and comfort of supervisor and co-worker communication with the consumer; and availability of assistive technology or interpreters for staff meetings and training. Even if the case is closed by placement of the consumer in employment, the consumer may be eligible for similar post-employment services if they are minor and do not require opening a new case.

## **Chapter 3**

### **PROVIDING VOCATIONAL REHABILITATION SERVICES TO THE DEAF AND HARD OF HEARING IN HAWAII**

Beginning with the passage of the Rehabilitation Services Act of 1973, most states undertook development of specialized vocational rehabilitation services for individuals with hearing loss. Generally speaking, these programs sought to meet the specific needs of culturally deaf consumers whose primary mode of communication is American Sign Language. In the mid-eighties, it became increasingly apparent that consumers who are hard of hearing or late deafened have communication and employment services needs that are very different from those who are culturally deaf and, as a result, need very different specialized vocational rehabilitation services. States increasingly realize the need to redefine their approach to serving the diverse population of hard of hearing, late-deafened, and cochlear implanted,<sup>1</sup> including the need to train staff accordingly. This will require a reexamination -- in a time of level funding -- of program structure, staff training, skill requirements, and roles, and the technology necessary to serve people across the broad spectrum of hearing loss. Creative ways must be found to do things differently to provide quality services to an increasing, and increasingly diverse, population.

#### **Vocational Rehabilitation for the Deaf in Hawaii: The Early Years**

Hawaii's own experience with provision of vocational services to the deaf and hard of hearing is not unlike other states, generally. While there were advocacy groups formed in the early seventies, in 1973, the Rehabilitation Services Administration (RSA) of the United States Department of Education found programs for vocational rehabilitation services to the deaf provided by what is now the Hawaii Department of Human Services, Vocational Rehabilitation for the Blind Division (DVR), to be substandard. As part of RSA's recommendation for improvement of services, Hawaii was required to send an administrator to a conference presented by the RSA in 1974. Thereafter, a staff specialist was tasked to respond to the recommendation that the program be guided by an advisory committee consisting only of deaf people. What became the Deaf and Hard of Hearing Advisory Committee (Advisory Committee), made specific recommendations for improving services necessary for better employment opportunities, which led to the hiring of an interpreter and a counselor. A follow-up review by RSA in 1975 led to recommendations that the program pursue federal grants and, in consultation with the Advisory Committee, the program obtained an Information and Referral Service grant (1975-1978), Adjustment Services for the Deaf grant (1977-1980), Vocational Exploration and Experience Program grant (1979-1982), and RSA Interpreter Training Grant (administered by Honolulu Community College, 1978-1981).

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<sup>1</sup> A cochlear implant is an electronic device that allows people with severe hearing loss to recognize some sounds, especially speech sounds, and that consists, in essence, of a microphone and receiver, a processor that converts speech into electronic signals, and an array of implanted electrodes that transmit the signals to the auditory nerve in the cochlear cavity of the inner ear.



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Following a 1976 study of services to the deaf by the Health and Community Services Council, the Information and Referral Services and Adjustment Services grant programs evolved to become the Hawaii Center on Deafness, later the Hawaii Services on Deafness, with a director, adjustment services specialist, adjustment services aide, staff interpreter, group home supervisor, group home recreational specialist, and a secretary. During this period, DVR hired a Rehabilitation Counselor for the Deaf (RCD) and a Statewide Coordinator for the Deaf. The Advisory Committee worked with the Commission on Persons with Disabilities to establish the Hawaii State Coordinating Council on Deafness, which was initially attached to DVR but later transferred to the Department of Health. In 1980, deaf services were relocated to DVR's Central Section with three RCDs and later a Social Service Assistant. By 1993, the focus of the Advisory Committee had been broadened to include the hard of hearing, with representatives from Ohana Kokua Ano Kuli, a non-profit organization serving the hearing impaired and their families, added to its membership.

### **Increasing Focus on the Deaf and Hard of Hearing**

In 1995, the Deaf and Hard of Hearing Advisory Board commissioned the Vocational Rehabilitation Unserved/Underserved Study to Improve Services for Persons who are Deaf or Hard of Hearing. Conducted by the Pacific Basin Rehabilitation Research and Training Center, information and recommendations in the study demonstrated the need for a separate office on Oahu for rehabilitation services for the deaf and hard of hearing. Specifically, the study confirmed that the system for delivery of services to the deaf and hard of hearing was fragmented among various state and non-profit agencies, making it difficult for consumers to access those services and become successfully employed. In 1996, the Legislature adopted House Concurrent Resolution No. 157, H.D. 1, requesting the Department of Human Services "in its ongoing efforts to restructure [DVR], consider the creation of a branch providing services to persons who are deaf or hard of hearing, or other restructuring to meet the needs of hearing impaired persons." The Resolution also asked the Legislative Reference Bureau to study seven issues relating to vocational rehabilitation services to the deaf and hard of hearing.<sup>2</sup>

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<sup>2</sup> The seven specific issues the Bureau was asked to study in House Concurrent Resolution No. 157, HD1 (1996) were:

- "(1) A comparison of the client/staff ratio for blind services in comparison to deaf services;
- (2) An identification of the number of deaf and hard of hearing high school students ages 16 and older who will be referred for services from the Vocational Rehabilitation and Services to the Blind Division;
- (3) An identification of the gaps in services for deaf and hard of hearing students and ways to fill those gaps, such as having a transition program/counselor at the Hawaii Center for the Deaf and the Blind, underemployment, and support services on the job;
- (4) An identification of the need for qualified persons who are deaf or hard of hearing to provide services mentioned thereof;
- (5) An identification of the need for staff support for clients placed in jobs;

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Of particular import was the Bureau's finding that, while DVR had served comparable numbers of blind and hearing impaired consumers, the client/staff ratio for the preceding three fiscal years averaged 18.3-to-1 for the blind and 87.6-to-1 for the deaf and hard of hearing. Moreover, while DVR provided seventeen direct services to both the blind and the deaf and hard of hearing, it provided fourteen additional services only to the blind compared to just one additional service only to the deaf and hard of hearing. In addition, DVR had a separate branch for services to the blind but no separate branch for services to the deaf and hard of hearing. With regard to the apparent imbalance between resources allocated to services for the two groups, the Bureau concluded that:

Equal treatment does not necessarily mean providing both groups with identical services, precisely because their respective needs differ. Nonetheless, it is reasonable to conclude that, taking into account any differences in (or even degree of) need between the two groups, the number of services and staff devoted to vocational rehabilitation for the deaf group should be substantially greater than at present. The Department of Human Services and the DVR should immediately develop a detailed plan to rectify this imbalance that includes the recruitment of new staff and the training and development of existing staff to provide vocational rehabilitation services to the deaf and the hard of hearing.<sup>3</sup>

At least some of those who responded to the survey conducted by the Bureau for the 1996 report "felt that a streamlined, separate deaf branch providing coordinated and centralized services would go a long way towards resolving, or at least alleviating, some of the specific problems examined in [the] study."

Following the two studies, the Oahu Branch of DVR was reorganized in 1997 to establish the Deaf Services Section and in 1998 began services with a supervisor, two RCDs who were deaf or hard of hearing, one full time social service assistant, one half-time social service aide, and one secretary. In the same year, the Advisory Committee expanded to include neighbor island representation. However, these gains could not be taken for granted. In 2004, the full time Social Service Assistant and the half-time Social Service Aide were deleted from the budget. Efforts by the Advisory Board to restore the positions led to reestablishment of the positions as temporary positions only for fiscal year 2006. Unfortunately, there has been high turnover of personnel in these positions which has led to a cycle in which the vacant positions are eliminated, advocacy groups work for them to be reestablished, and filling the positions takes an extended period of time.<sup>4</sup>

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- (6) An identification of the impact on deaf and hard of hearing persons due to the change in service delivery from the Hawaii Services on Deafness to Goodwill; and
  - (7) An assessment of the need for adjustment services for deaf and hard of hearing persons due to the lack of coping skills to deal with problems that arise."

<sup>3</sup> *Vocational Rehabilitation Services for the Deaf and Hard of Hearing in Hawaii: An Examination of Seven Issues*, Legislative Reference Bureau, Report No. 3, 1996, at 52.

<sup>4</sup> The organizational chart for the Vocational Rehabilitation and Services for the Blind Division appears as Appendix H.

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Currently, the Deaf Services Section has 8 positions serving the deaf and hard of hearing on Oahu; however, 1.5 positions (1.0 FTE and .5 FTE) are temporary, not to exceed June 30, 2009, and the whole temporary position is vacant. The total budget for the section is currently \$1,132,792. One hundred ninety-six clients received VR services during fiscal year 2008, at a cost of roughly \$5,780 per client, with a client/staff ratio of 22:1.

**Ho‘opono: Services for the Blind Branch of DVR**

Comprehensive rehabilitation and related services for the blind and visually impaired are provided at the Services for the Blind Branch called Ho‘opono. It is discussed here for purposes of comparison to the services offered to the deaf and hard of hearing and for what it may offer in terms of planning similar services for the hearing impaired. These services include, but are not limited to, education for the understanding and prevention of blindness, vocational rehabilitation services leading to job placement, low vision clinic examinations with the prescription and fitting of special optical aids and appliances to maximize residual vision, and training in the skills of blindness to empower consumers toward independence and success in their vocations and their lives. Instructional services include orientation and mobility, Braille, computers and other communication skills development, life skills, personal and home management, shop classes to build self-confidence, and adjustment-to-blindness group discussions.

In 2002, Ho‘opono established its New Visions program in which students commit to full-time participation to take classes and learn new skills without the use of residual vision to become proficient in the use of the long cane. The program uses a variety of methods and techniques to teach blindness skills, develop confidence and positive self-attitude, and prepare the student to obtain employment. Students have planned and organized numerous events including luncheons, recognition ceremonies, and a White Cane Awareness Walk. Students conduct tours of Ho‘opono and have joined consumer organizations to develop their social skills and awareness of issues that affect them. Located on Oahu, the program serves consumers statewide and has added a residential component where consumers can live and receive training at Ho‘opono during the day.

Currently, there are 34 positions serving the blind and deaf-blind at Ho‘opono which is supported by an annual appropriation of \$1,639,236. Three hundred clients received a range of vocational rehabilitation and adjustment services during fiscal year 2008 at a cost of roughly \$5,464 per client, with a client/staff ratio of 8.8:1. Thus, while per capita spending on deaf and hard of hearing clients on Oahu compares favorably to per capita spending on blind and visually impaired clients at Ho‘opono, the client/staff ratios still do not.

## **Other Agencies Playing a Significant Role in Vocational Rehabilitation of the Deaf and Hard of Hearing**

There are a variety of other programs serving the deaf and hard of hearing in Hawaii, but two bear special mention here because of the role they play in the educational development of the deaf and hard of hearing and could play in the creation of a comprehensive service center.

**Hawaii Center for the Deaf and Blind.** The Hawaii Center for the Deaf and Blind (HCDB), is a public education facility under the jurisdiction of the Hawaii Department of Education that provides services to the islands' deaf, blind, and deaf-blind students. One of the main functions of HCDB is providing an ASL immersion program that follows the tenets of a bi-cultural, bi-lingual philosophy. In addition to testing hearing and vision, HCDB performs academic and speech/language assessments, classroom observations, and parent interviews to help determine the best way that Hawaii's public schools can serve deaf and blind students. HCDB's unfortunately named predecessor, the School for Defectives, was established in 1914 with one teacher and served five students: one blind, three deaf, and one with cognitive disability. By 1918, the teaching staff had increased to six with fifty-two pupils: twelve deaf, eight blind, and thirty-two with cognitive disabilities. Since the establishment of Waimano Home in 1918, most of the children with cognitive disabilities have attended there. That year, an estate in Waikiki was purchased to establish a school called Ho'olana for the students who were deaf and blind. In 1921, the school became the Territorial School for the Deaf and the Blind. With the addition of dormitory facilities, children from the other islands were admitted. In 1959, the name was changed to Diamond Head School.

A new building program started in 1960 and eventually replaced all of the wooden frame buildings with concrete structures, except two cottages. When completed, the campus consisted of a sixteen room classroom building, an administration building, two dormitories, a practical arts building with four classrooms, a cafeteria, a library, and an outdoor recreational area. In 1967, a preschool department with nine students was established, and in 1969, the name of the school was changed to "Hawaii School for the Deaf and the Blind." Concerns raised by parents, educators, deaf and hard-of-hearing individuals, and a number of community organizations and state agencies led to two Department of Education sponsored studies, one in 1976 and the other in 1988, that recommended a statewide system of evaluating, monitoring, and tracking the educational progress of all deaf and hard-of-hearing students in Hawaii's public schools. In 1989, the Board of Education approved the establishment of the Statewide Center for Students with Hearing and Visual Impairments at the site, which included the Hawaii School for the Deaf and the Blind. In 1995, in response to the constituent community of individuals who are visually or hearing impaired, the name was changed to the Hawaii Center for the Deaf and the Blind.

**Kapiolani Deaf Center.** The Kapiolani Deaf Center (KDC), at the University of Hawaii's Kapiolani Community College (KCC), along with the Gallaudet University Regional Center and the Intensive Preparatory Program for Deaf and Hard of Hearing, provides services for KCC students, families with deaf or hard of hearing members, professionals working with deaf and hard of hearing, and students and community members interested in deaf issues or deaf awareness in Hawaii and the Pacific Rim. The Gallaudet University Regional Center for the Pacific Region (GURC), is one of six regional centers that offer extension courses, training

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workshops, and technical assistance to address the educational, transition, and professional development needs of deaf and hard of hearing people from birth through adulthood. Since the establishment of the GURC in 1988, the population of deaf and hard of hearing students has increased from one or two per semester to twenty-five per semester. The students come from a variety of educational backgrounds and geographical locations and from ethnic backgrounds that are grossly under-represented in higher education, such as Hawaiian, Filipino, Samoan, Tongan and Southeast Asian.

KDC provides students who are deaf or hard of hearing with assistance in completing admission and financial aid forms, student orientation and registration assistance, academic, personal, and career counseling by a counselor fluent in American Sign Language, and tutors, and interpreters. KDC can also help the student obtain classroom assistance in the form of services by computer assisted note takers, who use computers to transcribe lectures and communicate with instructors and hearing peers in a classroom setting, and note takers or scribes who handwrite class notes for deaf or hard of hearing students. KDC also administers the Intensive Preparatory Program for the Deaf, a comprehensive immersion program that exposes deaf students to various experiences and concepts while improving and increasing their language abilities. The goal of the program is to prepare students for entry into a two- or four-year college of their choice and it consists of intensive fundamental courses for deaf and hard of hearing students, taught by an instructor skilled in ASL and knowledgeable about deaf culture. Courses are conducted daily, three hours per day, using a theme-based approach in which each theme is introduced through visual modes, excursions, movies, videotapes, slides, graphic displays, and/or guest speakers. Each theme is explored in the various content areas throughout the curriculum -- language, academic skills, human relations, and critical thinking skills.

## **Summary**

Although delivery of VR services to the deaf and hard of hearing in Hawaii has showed steady progress in the 35 years that have passed since the passage of the Rehabilitation Services Act of 1973, it still lags behind service to the blind and visually impaired in terms of the number of people served and the range of services provided.

## **Chapter 4**

### **PROVIDING VOCATIONAL REHABILITATION SERVICES TO THE DEAF AND HARD OF HEARING IN SELECTED JURISDICTIONS**

As indicated in Chapter 1, the Bureau sought input from agencies in 53 United States jurisdictions, including Hawaii, that provide vocational rehabilitation and other services to the hearing impaired and from all Hawaii stakeholders identified in the Resolution or who submitted testimony on it. In addition to its effort to identify model comprehensive centers in other states, as the Resolution requested, the Bureau sought information on 6 different subjects that would help inform and guide our recommendations on the establishment and operation of a comprehensive center to provide vocational rehabilitation services to the deaf and hard of hearing. (See Appendix D.) These subjects include facilities, personnel, services, legislation, and model programs.

This chapter discusses examples of centers in a few jurisdictions that might serve as a model for a comprehensive center in Hawaii. Responses to the Bureau's inquiries and the Bureau's own research identified only a few examples of what might be considered a "model center" as envisioned by the Resolution. Generally, DVRs provide VR counseling to the deaf and hard of hearing consumers and then refer them to other, often contracted, non-profit community rehabilitation programs (CRPs), for specialized services. State and local programs that provide services to deaf and hard of hearing consumers usually do not also directly provide VR and employment services. Indeed, a number of respondents in this latter category found it difficult to respond to the Bureau's inquiry because of the focus on employment services

#### **Utah: Robert G. Sanderson Community Center**

The Utah Division of Services to the Deaf and Hard-of-Hearing provides services through the Robert G. Sanderson Community Center for the Deaf that are designed to increase productivity, independence, and community integration of individuals who are deaf or hard of hearing. These include information and referral, educational classes, counseling and case management services, recreation and leisure activities, telecommunication services for the deaf, repair and maintenance of assistive technology, interpreter services, and a library. The division operates four programs: Deaf and Hard of Hearing, Utah Interpreter Programs, Outreach and Technology Program, and the Individualized Program. Statewide vocational rehabilitation services are provided as part of the general vocational rehabilitation program out of the Sanderson center and satellite offices by five counselors with caseloads dedicated to serving deaf and hard of hearing individuals.

Programs for the deaf include activities and services to fulfill social, recreational, and adult learning needs with barrier-free communication. Specialized programs have been developed for deaf seniors, deaf teenagers, families with deaf children, people with multiple disabilities and some degree of deafness, and people who have lost their hearing as adults (late

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deafened). Programs for the hard of hearing are provided by specialists who work with hard of hearing and late deafened individuals and their families to support those individuals with building various degrees of adjustment and coping skills by providing a barrier-free environment in which to learn, share experiences, and enjoy socialization with others who have similar experiences. They provide classes, workshops, sign language and speech reading training. They also provide information and resources on self-advocacy, assistive technology, purchasing hearing aids, the Americans with Disabilities Act, self-help strategies and employment issues.

The Utah Interpreter Program provides interpreter training, mentoring, best practices, and certification. The Center offers classes and workshops to help interpreters improve skills, increase knowledge, and prepare for certification. The Center performs interpreter certification quality assurance evaluations to ensure that the deaf community is receiving quality interpreting services. Individualized services programs are provided at no cost to individuals who are deaf and hard of hearing, such as mental health counseling in family, group or individualized settings; case management services; assistance with reading documents; and referring clients to appropriate agencies or service providers. The Outreach and Technology Program offers information and referrals to the public regarding deaf and hard of hearing issues. The program provides presentations or workshops on the needs and technology available for individuals who are Deaf or Hard of Hearing. The Center also offers a demonstration lab that has equipment available for individuals to test before purchase. Equipment includes special phones for the hard of hearing, TTY devices, doorbell and phone transmitters and flashers, baby cry devices, fire and burglar alarms, computer software and hardware, etc.

The Sanderson Center was "purpose-built" on five-and-a-half acres of land purchased for \$60,000 per acre in 1990. The original building was finished in 1992 and the cost, including equipment and furnishings for the 32,000 square foot center was \$3,559,100. The addition of a new wing of offices consisting of 7,600 square feet of additional space added \$1,282,015 to the cost. Annual operating cost for the center, not including vocational rehabilitation counseling services, are approximately \$2,169,200, with nearly 90 per cent of that amount coming from state education funds and the balance from miscellaneous revenues that include building rental income (Utah Association for the Deaf and a Bookstore) and fees for interpreter certification evaluation interpreter services to courts and state agencies, interpreter training workshops, sign language classes, and mental health services. The bulk of the budget is attributed to personnel costs for the 29 full-time equivalent positions assigned to the Center, with operation and maintenance of the physical plant accounting for \$424,900 annually. Although precise figures were not provided, personnel costs for vocational rehabilitation services are estimated at \$300,000 annually, with a client/staff ratio of 160:1.

## **Puerto Rico**

The Commonwealth of Puerto Rico's Assessment and Adjustment Unit for the Deaf (AAUD), has a main facility providing vocational rehabilitation services to the deaf and hard of hearing in Guaynabo City, with centers and units in six regions providing island wide service from which consumers can choose. The main facility is located in a historic two story government owned building on public land, was converted from a prior use in 1990, and is

currently undergoing a \$2,000,000 renovation. Services provided at the main facility include counseling and orientation (counseling, psychological services, and social work), service coordination, vocational evaluation, occupational therapy, remedial education skills, interpreter services, audiological services and assistive technology, and work stations used to assess and develop the consumer's ability to do a variety of work (tapestry, decoration and flower shop, with mechanics, gardening, and cafeteria work to be added). Services provided elsewhere, but coordinated by AAUD, may be public or private and may include transportation assistance, job placement, and the provision of occupational tools and equipment, books, and uniforms. AAUD's main facility also provides support to employers, including awareness and sensitivity to deaf culture, assistive technology, manual communication, and use of interpreters. Operational expenses for the various facilities and programs serving the deaf and hard of hearing were not available because the Puerto Rico DVR does not separate funds by facility or unit. However, AAUD did indicate that there are two counselors for the deaf and hard of hearing at its main facility who are paid in a range from \$15,600 to \$32,400 annually and carry a caseload of 80 to 150 consumers each.

## **Minnesota**

Minnesota no longer has a comprehensive service center providing vocational rehabilitation services only to people who are deaf and hard of hearing and instead serves a general population of consumers through approximately 50 large accredited CRPs that provide vocational assessment, work adjustment training, skill training, on the job training, job placement, and job coaching. In the 1980s, Minnesota's comprehensive center served many consumers, particularly those now commonly described as low functioning deaf. It had a sophisticated on-site evaluation center and could provide on-site skill training in several areas including food service, clerical, and janitorial. As priorities and funding changed over time, the center was closed, and in 1993, a much smaller program -- Minnesota Employment Center for People Who are Deaf or Hard of Hearing (MEC) -- was created through a partnership of three local community agencies and funded by the Minnesota DVR. MEC employs staff qualified in working with hearing impaired consumers and specializes in services such as job placement, job coaching, work readiness, interviewing skills, resume writing skills, and assistance with completion of job applications. Compared to the comprehensive center, MEC is less "industrial" and more site-dependent, in that services are delivered more often than not in the community or on an actual job site. MEC was purpose built in collaboration with three other programs with initial funding of \$108,500 and currently has a budget of \$477,478, of which \$120,000 is provided by DVR.



## **Chapter 5**

### **HAWAII STAKEHOLDERS' SURVEY RESPONSES**

This chapter discusses the responses by Hawaii stakeholders regarding facilities, personnel, services, and funding and makes recommendations on the resources necessary to make steps toward establishing a comprehensive service center here.

#### **Facilities**

This inquiry examined: whether existing services for the deaf and hard of hearing are offered in a single facility and, if so, whether it was purpose-built or converted from another use; and what were the start-up costs for a purpose-built facility, or conversion costs for a converted facility, and the operation costs for the facility. The Oahu Deaf Services Section provides vocational rehabilitation services exclusively to a deaf and hard of hearing population, primarily from leased offices in downtown Honolulu. Services on the neighbor islands are provided to a consumer population that includes, but is not limited to, the deaf and hard of hearing. The Disability and Communications Access Board (DCAB), noted that the downtown location of the Deaf Services Section is not satisfactory because not all personnel serving the hearing impaired work from a single location and because parking is inconvenient. The "white paper" submitted by stakeholders noted that locating the center close to Kapiolani Community College and the Hawaii Center for the Deaf and Blind would permit clients and staff to move between the two facilities as needed. One consumer suggested that the Deaf Services Section be moved to and co-located with hearing impaired service providers in a comprehensive center. In the alternative, the Kapiolani Deaf Center suggested that the Deaf Services Section hold regular office hours at a comprehensive center.

In terms of physical features of a comprehensive center, the DCAB recommended a training room, a computer room, a resource room, and a technology room. The training room would be used to provide services that increase self-awareness, self-esteem, and personal growth and assist clients in obtaining and retaining employment, as well as enhancing independent living skills. Clients would receive training in confidence building, employment counseling, and communication and coping skills development. A computer room would include computer stations with high speed Internet access and would prepare clients to develop resumes, learn software applications, and become proficient in seeking employment, training, higher education, and housing options. A resource room would include English to American Sign Language translations, literature about deafness, including how to cope with deafness, and various types of communication access tools and legal references pertaining to laws that relate to persons with disabilities. The resource room would serve as a community library for local and national agencies that offer support to the deaf and hard of hearing client. The technology room would make assistive listening devices available for loan or purchase to increase independent living and communication skills. Assistive listening devices using frequency modulation (like FM radio), infrared, or induction loop system technology would be used for meetings with prospective employers and made available for personal use at home on a loan or purchase basis.

## Personnel

In addition to the types of positions currently assigned to the Deaf Services Section, DCAB suggested that the comprehensive center have positions that would include communication specialists to train clients about deafness and effective communication; vocational teachers to instruct clients on how to obtain and maintain vocational and independent living outcomes; job coaches to assist clients on the job to achieve employment goals; and mental health specialists to provide mental health counseling and support services. Comparing the positions allocated to Ho'opono (see discussion in Chapter 3), DCAB recommended a staffing level that included 3 counselors to serve 300 clients, at a ratio of 1:100, and 6 teachers to provide training to 14 students each in technology, resource and personal development, and job placement services. All respondents who indicated a preference stressed the importance of having personnel with knowledge of deaf culture and issues confronting the hard of hearing and late deafened, as well as proficiency in the various communication skills necessary to serve these groups. As much as possible, these would include those who come from the target population of deaf, hard of hearing, and late deafened persons.

Respondents expressed varying opinions as to whether the persons occupying these positions should be employed by the State or by a contracted service provider. DCAB noted that personnel employed by the State provide stability and permanency but that the minimum qualifications for these positions are relatively high and require college degrees and continuing educational units. There are qualified professionals skilled in ASL and deafness that would not meet the current minimum qualifications and thus would be eliminated from the recruitment pool. The advantage of personnel employed by a contracted service provider is the flexibility in substituting experience for minimum qualifications. The disadvantage of hiring someone with less stringent qualifications is that service delivery outcomes may be impacted. A consumer expressed a preference for State employees, noting that compliance with contract requirements by one DVR contractor has been less than satisfactory and that the problem has persisted for a period of years without correction. DCAB recommended that personnel providing vocational rehabilitation services to the deaf and hard of hearing be employed by the State as exempt employees because there is more flexibility to advertise and recruit from the general public directly rather than through the more structured civil service process.

## Services

The Hawaii stakeholders indicated that feedback from the deaf and hard of hearing community showed that, due to the unique communication barriers that occur between the deaf, hard of hearing, and hearing communities, a comprehensive center ideally would provide a wide range of services that would go beyond those related solely to employment and include both social development as well and employment components. However, given the focus of the Resolution on a vocational rehabilitation center, the stakeholders focused on a series of core employment-related services. DCAB identified core services as including personal adjustment to deafness, computer access training, use of assistive technology, occupational therapy, home management, and independent living skills. Notwithstanding the stakeholders' avowed focus on employment, the white paper elaborated on these areas to include:

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- Vocational Evaluation (job skills assessment): matching clients abilities and desires to determine career options;
- Work Adjustment (job search skills and training) covering the following areas: establishing career goals and recognizing the steps to achieve those goals, job "tryouts," volunteering, developing a comprehensive resume, how to search for a job, interview skills, job retention, asking for reasonable accommodations, developing communication skills to deal effectively with coworkers and supervisors, job advancement;
- Personal Adjustment (training in life skills that will impact employment) including personal hygiene, handling money, and budgeting (managing personal finances, paying the rent, using the bank, paying taxes, and other money issues) in order to live independently;
- Basic English, math, and communication skills, including learning how to use an interpreter;
- Travel training to include driver's education and bus training to facilitate travel to and from work or for leisure and other personal activities;
- Assistive technology, including training to use available technology and incorporating an equipment loan program to try devices to assist in decision-making prior to purchase of equipment;
- Finding an apartment and learning to shop and cook effectively, use of leisure time and conflict resolution, and sex education; and
- Partnering between the Advisory Board and the deaf and hard of hearing community to establish a long term commitment of support for the center and to expand and include more services in the future.

## **Funding**

The Hawaii stakeholders did not specifically identify the resources necessary to establish and operate a comprehensive center, partly because the exact scope of services is still not clearly defined and because cost information from other jurisdictions does not necessarily translate to Hawaii. Especially given the current state of the economy, stakeholders appear to support an incremental approach that would begin not with additional money, but with restructuring of existing operations and use of existing facilities, while aiming toward achieving funding parity with Ho'opono. It should be noted here that additional funding is likely to offset other expenses incurred by the State in serving this population. According to DVR, 92 per cent of consumers who received services in fiscal year 2005 were placed in competitive employment, 31 per cent of

whom had previously received public assistance. In addition the services rendered were deemed cost effective because, while the average case service cost was \$1,973, the services increased the average annual earning power of people with disabilities by 618 per cent from a weekly average of \$49 at referral to \$303 a week at closure, or from \$2,548 yearly to \$15,756 yearly.

## Chapter 6

### FINDINGS AND RECOMMENDATIONS FOR A PROPOSED HAWAII COMPREHENSIVE CENTER FOR VOCATIONAL REHABILITATION SERVICES TO THE DEAF AND HARD OF HEARING

The Bureau's research and the responses to its request for information on a comprehensive center for vocational rehabilitation services to the deaf and hard of hearing demonstrate that comprehensive centers are the exception to the norm. This is true, at least in part, because there are a variety of agencies, public and private, with different, and perhaps competing, jurisdictions, funding, priorities and even culture whose services need to be coordinated and integrated in the establishment and operation of a comprehensive center. However, Hawaii's Ho'opono program for the blind and visually impaired demonstrates that it is possible to develop, in stages, a comprehensive service center along the lines of the programs, discussed in Chapter 4, that operate in Utah and Puerto Rico and the one that used to operate in Minnesota.

#### Findings

**Philosophy.** Current vocational rehabilitation practice is to place clients in entry level positions, close their case, and allow them to attain career advancement on their own through long term employment. In practice, at least in Hawaii, deaf and hard of hearing employees placed in entry level positions rarely advance. Frustrated with seemingly dead-end jobs, a significant number of these former clients simply give up, quit their jobs, exit the employment pool, and return to subsistence on public benefits.

**Integration of Services.** Currently, disconnected and uncoordinated service delivery minimizes the effectiveness of the already limited resources invested in serving the deaf and hard of hearing. For example, a consumer with limited or no language, living, or job skills may be assigned three separate contractors to address these needs. However, these contractors operate independently and may have limited inter-agency coordination or communication. That coordination is assigned to a DVR counselor who may not have the time or resources to effectively coordinate contract services for a caseload of over one hundred consumers. For example, if the consumer misses a literacy class, there may be no one who knows why or what support the consumer needs to succeed in the class. The consumer may then be terminated from the class for failure to appear and then fail at the job skills program due to a lack of the communication skills necessary to participate. In this example, the case is closed and the consumer "goes back to square one."

**Location.** Access to the downtown location of the Deaf Services Section (DSS) is inconvenient for consumers. Even if it was more convenient, consumers would still have to travel to multiple locations and interact with multiple providers to receive necessary services.

Because of limited time and transportation resources, consumers are not able to take advantage of the full range of services described in Chapter 2.

**Personnel.** As discussed in Chapter 3, DSS has been deprived of its minimum complement of personnel by a high turnover of personnel in certain positions, which has led to a cycle in which the vacant positions are eliminated, advocacy groups work for them to be reestablished, and filling the positions takes an extended period of time.

**Resources.** Although delivery of VR services to the deaf and hard of hearing in Hawaii has showed steady progress in the 35 years that have passed since the passage of the Rehabilitation Services Act of 1973, it still lags behind service to the blind and visually impaired in terms of the number of people served and the range of services provided. It is important to note that a reduction in current levels of funding would actually cost the State more than it would save. As discussed in Chapter 5, consumers who receive services can be placed in competitive employment and moved off the public assistance rolls. In addition, existing services are cost effective because DVR case service costs are offset by the increased earning -- and taxpaying -- power of the people served.

## **Recommendations**

**Philosophy.** The entry level approach to provision of vocational rehabilitation services should be supplemented so that the program can serve clients who need to develop minimal language skills, as well as those with post-secondary and graduate degrees, with appropriate career placement assistance. This will permit each deaf or hard of hearing consumer to achieve maximum potential prior to closure of their case.

**Integration of Services.** Service delivery should be coordinated to maximize the effectiveness of resources available to serve the deaf and hard of hearing. In the example given above, if all services were delivered at a single center, the literacy class instructor would deliver the absent consumer's file to the DVR counselor, who would then contact the independent living skills trainer to find out why the consumer was absent. The independent living skills trainer could make a house call to find out what happened (e.g. loss of day care for a dependent child) and help obtain the services necessary to get the consumer back in class. Integrated delivery of the range of services discussed in Chapter 2 is necessary to maximize the consumer's opportunity to achieve maximum employment potential. The Deaf Services Section needs to take the lead to "make this happen."

**Location.** To the extent feasible, all services should be provided from a single location on Oahu close to, or co-located with, the Hawaii Center for the Deaf and Blind or the Kapiolani Deaf Center at Kapiolani Community College. Initially, the DSS could rotate counselors to the center or hold regular office hours there, but ultimately, DVR should be relocated there and its contractors regularly available there as well. Based on informed choice, neighbor island consumers should be able to continue receiving services on their home island, participating via teleconferencing facilities, or travel to Oahu to attend the comprehensive center for limited or extended periods of time. This may require travel and residential financial support, but this is

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already being provided in the Ho‘opono program and should eventually be made available to the hearing impaired as well. Bringing together a critical mass of deaf or hard of hearing individuals who are often otherwise isolated from each other will permit a broad variety of consumers to interact on a daily basis, creating an environment in which those consumers may individually and collectively encourage and empower each other, peer to peer.

**Personnel.** DVR should partner with the Kapiolani Deaf Center to provide training and employment opportunities for deaf and hard of hearing students so that it may recruit and retain personnel in positions that have experienced the significant turnover described in Chapter 3.

**Resources.** Given the present economic circumstances, new or additional funding is not likely to be immediately available. However, by restructuring its operations, partnering with its contractors, and entering interagency agreements with programs that serve the same population to both integrate and eliminate any duplication of services, DVR can begin to address some of the concerns that arise from its current service delivery system and pave the way for a program analogous to Ho‘opono. Because assistive technology is largely uncovered by insurance, creative ways must be found to begin funding this element of a comprehensive center. DVR should maximize its efforts to obtain grant funding to develop and evaluate possible program features so that best use can be made of additional state and federal funds as they become available.

**Consultant.** DVR should work with recognized authorities in the provision of vocational rehabilitation services to the deaf and hard of hearing to develop a plan for restructuring DSS as part of a comprehensive center. These authorities have evaluated Hawaii's programs in the past and possess expertise far beyond that of the Bureau's ability to identify the services and resources necessary to make a comprehensive center a reality. Much of the necessary consultation can be undertaken through existing peer-to-peer relationships and may not require procurement of a formalized report.<sup>1</sup>

## **Legislation**

Legislation to implement the recommendations made in this chapter is attached as Appendix I.

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<sup>1</sup> Among those cited by Hawaii stakeholders as resources that could provide guidance in this effort are Patty Conway, Central Office Administrator, Deaf and Hard of Hearing Services, Kentucky Department of Vocational Rehabilitation; Timothy Beatty, California Department of Rehabilitation; and Pauline Sottak, formerly of Deaf Community Services of San Diego.

## Appendix A

THE SENATE  
TWENTY-FOURTH LEGISLATURE, 2008  
STATE OF HAWAII

S.C.R. NO. 37  
S.D. 1

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# SENATE CONCURRENT RESOLUTION

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REQUESTING THE LEGISLATIVE REFERENCE BUREAU TO STUDY THE  
ESTABLISHMENT OF A COMPREHENSIVE VOCATIONAL REHABILITATION  
CENTER FOR DEAF AND HARD OF HEARING INDIVIDUALS.

1 WHEREAS, the State benefits when its residents are  
2 productive, contributing members of society; and

3  
4 WHEREAS, the ability to lead a productive life and  
5 contribute to society is often closely related to the pursuit of  
6 personal professional goals; and

7  
8 WHEREAS, the State has an interest in providing consistent  
9 vocational rehabilitation services to individuals with  
10 disabilities so that they may meet their personal employment  
11 potential; and

12  
13 WHEREAS, individuals with disabilities that affect their  
14 communication skills can face particular challenges when  
15 entering the workforce; and

16  
17 WHEREAS, persons who are deaf or hard of hearing can  
18 experience difficulties in communicating, which may be overcome  
19 with specialized vocational rehabilitation services, such as the  
20 use of American Sign Language and residual hearing amplification  
21 techniques; and

22  
23 WHEREAS, a significant number of deaf and hard of hearing  
24 individuals use American Sign Language as a primary mode of  
25 communication; and

26  
27 WHEREAS, there exists a comprehensive state Department of  
28 Human Services vocational rehabilitation program called Ho'opono  
29 that provides vocational rehabilitation services for blind and  
30 visually impaired individuals; and

31  
32 WHEREAS, a 1996 Legislative Reference Bureau study  
33 entitled, "Vocational Rehabilitation Services for the Deaf and

SCR37 sdl.doc





1 Hard of Hearing in Hawaii" found that "there is no question that  
2 the Department of Human Services is required to provide  
3 vocational rehabilitation services to multiple populations,  
4 including the deaf or hard of hearing subgroup," that "the deaf  
5 population has not been receiving services on par with the blind  
6 population," and that "the number of services and staff devoted  
7 to vocational rehabilitation for the deaf group should be  
8 substantially greater than at present"; and  
9

10 WHEREAS, Gallaudet University reports that, based on Census  
11 Bureau data collected in 1994-1995, an estimated 5.56 percent of  
12 Hawaii's population aged sixteen or older, or a little over  
13 44,000 people, experience difficulty hearing in a normal  
14 conversational setting, and 0.47 percent, or 3,719 individuals  
15 aged sixteen or older cannot hear normal conversation at all;  
16 and  
17

18 WHEREAS, this estimated population of over 47,700 could  
19 benefit from services provided by a comprehensive state facility  
20 providing their particular community with specialized vocational  
21 rehabilitation services; and  
22

23 WHEREAS, in state fiscal year 2007, the Department of Human  
24 Services Hawaii Vocational Rehabilitation and Services for the  
25 Blind served 243 deaf and hard of hearing adults, and placed  
26 forty-five of these individuals in employment statewide; and  
27

28 WHEREAS, the purpose of a comprehensive vocational  
29 rehabilitation center for persons who are deaf and hard of  
30 hearing would be to provide vocational assessment related to  
31 employment interests and capabilities, training related to  
32 independent living or adjustment services, including money  
33 management, time management, decisionmaking, and basic work  
34 skills, and to provide job placement, job coaching, and other  
35 necessary services to ensure that individual skills are  
36 maximized with placement in appropriate job settings; and  
37

38 WHEREAS, services provided through a comprehensive state  
39 facility specifically designed for adults who are deaf and hard  
40 of hearing will improve client employment options and increase  
41 the number of job placements; and  
42



1 WHEREAS, there may be centers on deafness in other states  
2 that may act as models for the establishment of comparable  
3 services in Hawaii; now, therefore,

4  
5 BE IT RESOLVED by the Senate of the Twenty-fourth  
6 Legislature of the State of Hawaii, Regular Session of 2008, the  
7 House of Representatives concurring, that the Legislative  
8 Reference Bureau is requested to report to the Legislature on  
9 establishing a comprehensive center serving deaf and hard of  
10 hearing individuals to coordinate and improve their employment  
11 options through the Hawaii Vocational Rehabilitation Services  
12 for the Blind Division of the Department of Human Services; and  
13

14 BE IT FURTHER RESOLVED that the Legislative Reference  
15 Bureau is requested to include research on model centers in  
16 other states for persons who are deaf and hard of hearing to  
17 address the type of services provided to the target population,  
18 and make findings and recommendations to:

- 19  
20 (1) Suggest services to be delivered by a comprehensive  
21 state facility providing vocational rehabilitation  
22 services for individuals who are deaf and hard of  
23 hearing;  
24  
25 (2) Roughly estimate the costs of establishing such a  
26 center in Hawaii and survey similar start-up and  
27 operating costs of centers in other states;  
28  
29 (3) Consult with agencies familiar with serving the target  
30 population, including the Hawaii Vocational  
31 Rehabilitation and Services for the Blind Division of  
32 the Department of Human Services, the Vocational  
33 Rehabilitation Deaf and Hard of Hearing Advisory  
34 Board, the Disability and Communication Access Board,  
35 the Hawaii Center for the Deaf and Blind, the  
36 Kapiolani Deaf Center, the Aloha State Association of  
37 the Deaf, the Hearing Loss Association of America,  
38 Ohana Kokua Ano Kuli, Goodwill Industries of Hawaii,  
39 and Hawaii Centers for Independent Living; and  
40  
41 (4) Recommend legislation to establish such a center to  
42 the Legislature for the Regular Session of 2009; and  
43



1 BE IT FURTHER RESOLVED that the Vocational Rehabilitation  
2 and Services for the Blind Division of the Department of Human  
3 Services is requested to assist the Legislative Reference Bureau  
4 in this study by identifying the potential population of deaf  
5 and hard of hearing individuals in Hawaii who may benefit from  
6 the services of a comprehensive center; and  
7

8 BE IT FURTHER RESOLVED that the Legislative Reference  
9 Bureau is requested to submit its findings and recommendations  
10 to the Legislature no later than twenty days prior to the  
11 convening of the Regular Session of 2009; and  
12

13 BE IT FURTHER RESOLVED that certified copies of this  
14 Concurrent Resolution be transmitted to the Director of the  
15 Legislative Reference Bureau, the Director of the Hawaii  
16 Vocational Rehabilitation and Services for the Blind Division of  
17 the Department of Human Services, the Chair of the Vocational  
18 Rehabilitation Deaf and Hard of Hearing Advisory Board, the  
19 Executive Director of the Disability and Communication Access  
20 Board, the Administrator of the Hawaii Center for the Deaf and  
21 Blind, the Director of the Kapiolani Deaf Center, the President  
22 of the Aloha State Association of the Deaf, the Executive  
23 Director of the Hearing Loss Association of America, the  
24 Director of Ohana Kokua Ano Kuli, the President of Goodwill  
25 Industries of Hawaii, and the Executive Director of Hawaii  
26 Centers for Independent Living.



## Appendix B

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Vocational Rehabilitation  
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Disability and Communication Access Board  
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4303 Diamond Head Road  
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P.O. Box 88591  
Honolulu, HI 96830

Hearing Loss Association of America  
7910 Woodmont Avenue, Suite 1200  
Bethesda, MD 20814

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Ohana Kokua Ano Kuli  
c/o Kapiolani Deaf Center  
4303 Diamond Head Road  
Honolulu, HI 96816

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CEO  
Goodwill Industries of Hawaii, Inc.  
2610 Kili Hau Street  
Honolulu, HI 96819

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414 Kuwili Street, Suite 102  
Honolulu, HI 96817

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Kuli Ike Kokua  
2520 Jasmine Street  
Honolulu, HI 96816

Gina Lodge  
Commissioner  
Tennessee Division of Rehabilitation Services  
Department of Human Services  
400 Deaderick Street, 15th Floor  
Nashville, TN 37248-0001

## Appendix C

### STATEWIDE SERVICES FOR DEAF AND HARD OF HEARING PEOPLE

This list identifies two different types of statewide services; (1) commissions or state offices mandated to serve people who are deaf and hard of hearing, and (2) state coordinators of rehabilitation services for people who are deaf. We have combined them in this single list for ease of reference.

**State Commissions/Office on Deafness:** While the scope of services differs from State to State, these programs provide a variety of valuable services. Among the functions are advocacy, information gathering and dissemination, referral to appropriate agencies, interpreting services, statewide planning, job placement and development. The names of state commissions appear in boldface type.

**State Coordinators of Rehabilitation Services for Deaf Persons:** These coordinators working within state departments of vocational rehabilitation provide a variety of services for clients who are deaf or hard of hearing, including job placement, vocational evaluation, and counseling. Always add the specification, "Rehabilitation Services for Deaf Persons" to the title "state coordinator" or "program manager" (or variation) provided in the listing.

TTY, TT, TDD are common acronyms for devices used by deaf and hard of hearing people for typing conversations. This publication uses T. The abbreviation V presents a standard voice phone. [Last update: August 7, 2007; MW]

#### **ALABAMA**

##### **Department of Rehabilitation Services**

2129 East South Blvd  
P.O. Box 11586  
Montgomery, AL 36116-2455  
State Coordinator: Tammy Adams  
1-800-499-1816 T  
334-613-2249 V  
1-800-441-7607 Toll Free  
66.168.231.199 (VP IP Address)  
FAX 334-613-3444  
Email: [tadams@rehab.state.al.us](mailto:tadams@rehab.state.al.us)  
Website: [www.rehab.state.al.us](http://www.rehab.state.al.us)

#### **ALASKA**

##### **Division of Vocational Rehabilitation**

801 W. 10<sup>th</sup> Street, Suite A  
Juneau, AK 99801-1894  
Director: Gale Sinnott  
800-478-2815 T/V  
907-465-2814 T/V  
907-465-2856 FAX  
Email: [gale\\_sinnott@labor.state.ak.us](mailto:gale_sinnott@labor.state.ak.us)  
Website: <http://www.labor.state.ak.us/dvr/home.htm>

#### **ARIZONA**

##### **Arizona Commission for the Deaf and Hard of Hearing**

1400 West Washington Street  
Room 126  
Phoenix, AZ 85007  
Exec. Director: Sherri L. Collins  
602-364-0990 T  
602-542-3323 V  
800-352-8161 T/V in AZ  
602-542-3380 FAX  
Email: [acdhh@acdhh.state.az.us](mailto:acdhh@acdhh.state.az.us)  
Website: [www.acdhh.org](http://www.acdhh.org)

##### **Rehabilitation Services Administration**

1789 West Jefferson, 2<sup>nd</sup> Floor NW  
Phoenix, AZ 85007  
602-364-2107 T  
602-364-1799 V  
602-542-3778 FAX  
State Coordinator: Tina Manumaleuga  
Email: [tmanumaleuga@azdes.gov](mailto:tmanumaleuga@azdes.gov)  
Website: <http://www.de.state.az.us/rsa>

## **ARKANSAS**

**Arkansas Rehabilitation Services Administrative Office**  
1616 Brookwood Drive  
PO Box 3781  
Little Rock, AR 72203  
501-296-1669 T  
501-296-1600 V  
501-296-1655 FAX  
Website: <http://www.arsinfo.org/directory.html>  
Commissioner: Robert P. Trevino

**Little Rock Field Office**  
Arkansas Rehabilitation Services  
Employment Center  
26 Corporate Hill Drive  
Little Rock, AR 72205  
501-686-9831 T/V  
501-683-5187 FAX  
E-mail: [thomaswm@ars.state.ar.us](mailto:thomaswm@ars.state.ar.us)  
Website: <http://www.arsinfo.org/directory.html>

**Office for the Deaf and Hearing Impaired (ODHI)**  
**Independent Living Services & Supported Employment**  
26 Corporate Hill Drive  
Little Rock, AR 72205  
501-324-9521 T/V  
501-324-9579 FAX  
Email: [dmcDonald@ars.state.ar.us](mailto:dmcDonald@ars.state.ar.us)  
Website: <http://www.arsinfo.org/directory.html>

## **CALIFORNIA**

**California Department of Social Services**  
**Office of Deaf Access**  
744 P Street, M.S. 11-91  
Sacramento, CA 95814  
Chief: Joseph Hoffman  
916-653-7651 T  
916-653-8320 V  
916-653-4001 FAX  
Email: [joseph.hoffman@dss.ca.gov](mailto:joseph.hoffman@dss.ca.gov)  
<http://www.dss.cahwnet.gov/cdssweb/OfficeofDeaf189.htm>

**Deaf and Hard of Hearing Services**  
**Department of Rehabilitation**  
2000 Evergreen Street  
Sacramento, CA 95815  
Program Manager: Tim Beatty  
916-263-7481 T  
916-263-8938 V  
916-263-7480 FAX  
Email: [Tbcaatty@dor.ca.gov](mailto:Tbcaatty@dor.ca.gov)  
Website: <http://www.dor.ca.gov>

## **COLORADO**

**Colorado Commission for the Deaf and Hard of Hearing**  
1575 Sherman Street, 2<sup>nd</sup> Floor  
Denver, CO 80203  
Executive Director: Barbara Jean "BJ" Wood  
303-866-4734 T  
303-866-4824 V  
303-866-4831 FAX  
Email: [deaf.commission@state.co.us](mailto:deaf.commission@state.co.us)  
Website: <http://www.cdhs.state.co.us/DeafCommission/>

**Colorado Vocational Rehabilitation Services**  
2211 W. Evans Ave.  
Denver, CO 80203  
Director: Nancy Smith  
866-870-4595  
303-866-4150 T/V  
303-866-4905 FAX  
Email: [joyce.tucker@state.co.us](mailto:joyce.tucker@state.co.us)  
Website: <http://www.cdhs.state.co.us/ods/dvr/Index.html>

**Colorado Division of Vocational Rehabilitation**  
11990 Grant Street #201  
Northglenn, CO 80233  
State Coordinator: Barbara Bryant, M.A., C.V.E.  
303-866-2120 T  
303-866-2151 V  
303-866-2111 FAX  
Email: [barbara.bryant@state.co.us](mailto:barbara.bryant@state.co.us)  
Website: <http://www.cdhs.state.co.us/dvr/>

## **CONNECTICUT**

**Connecticut Commission on the Deaf and Hearing Impaired**  
67 Prospect Avenue, 3rd floor  
Hartford, CT 06106  
Executive Director: Stacie J. Mawson  
1-800-708-6796  
860-231-8756 T/V  
860-231-8169 T  
860-231-8746 FAX  
Email: [cdhi@po.state.ct.us](mailto:cdhi@po.state.ct.us)  
Website: <http://www.state.ct.us/cdhi/index.htm>

**Bureau of Rehabilitation Services**  
Department of Social Services  
25 Sigourney Street 11<sup>th</sup> Floor  
Hartford, CT 06106  
Director: Brenda L. Moore  
860-424-4839 T

860-424-4844 V  
1-800-537-2549 V  
Email: [Brenda.Moore@po.state.ct.us](mailto:Brenda.Moore@po.state.ct.us)  
Website: <http://www.brs.state.ct.us>

## **DELAWARE**

**Delaware Office for the Deaf and Hard of Hearing**  
Division of Vocational Rehabilitation  
4425 North Market Street, 3<sup>rd</sup> Floor  
Wilmington, DE 19802-1307  
Public Information Officer: Loretta Sarro  
302-761-8275 T/V  
302-761-6611 FAX  
Email: [Loretta.Sarro@state.de.us](mailto:Loretta.Sarro@state.de.us)  
Website: [www.delawareworks.com/dvr/services/dodhh.shtml](http://www.delawareworks.com/dvr/services/dodhh.shtml)

**Division of Vocational Rehabilitation**  
Pencader Corporate Center  
190 Executive Drive  
Newark, DE 19702  
State Coordinator: Craig "Hank" Passi  
302-368-6555 TTY Hank's desk  
302-368-6553 TTY Receptionist desk  
302-368-6980 Voice  
302-368-6988 FAX  
Email: [Craig.Passi@state.de.us](mailto:Craig.Passi@state.de.us)  
Website: [www.delawareworks.com/dvr/welcome.shtml](http://www.delawareworks.com/dvr/welcome.shtml)

**VR State Coordinator for the Deaf-Blind**  
**Division for the Visually Impaired**  
Department of Human and Social Services  
1901 North DuPont Highway, Biggs Bldg  
New Castle, DE 19702  
VR Program Specialist: Ken Sutton  
302-255-9822 Voice  
302-255-4441 FAX  
Email: [Ken.Sutton@state.de.us](mailto:Ken.Sutton@state.de.us)  
Website: [www.dhss.delaware.gov/dhss/dvi/index.html](http://www.dhss.delaware.gov/dhss/dvi/index.html)

## **DISTRICT OF COLUMBIA**

**Rehabilitation Services**  
**Administration**  
810 First Street, NE, Suite 9055  
Washington, DC 20002  
State Coordinator: Marlene Jones Kinney  
202-442-8738 T/V  
202-442-8720 FAX  
Email: [marlene.jkinney@dc.gov](mailto:marlene.jkinney@dc.gov)  
Website: being updated

## **FLORIDA**

**Division of Vocational Rehabilitation**  
2002 Old St. Augustine Road, Bldg A  
Tallahassee, FL 32301-4862  
Director: Bill Palmer  
850-245-3399 T/V  
800-451-4327 T/V (Toll Free)  
Website: <http://www.rehabworks.org>

## **GEORGIA**

**Georgia Council for the Hearing Impaired, Inc. (GACHI)**  
4151 Memorial Drive, Suite 103-B  
Decatur, GA 30032  
Exec. Director: Thomas A. Galey  
404-292-5312 T/V  
800-541-0710 T/V  
404-299-3642 FAX  
Email: [tgaley@gachi.org](mailto:tgaley@gachi.org)  
Website: [www.gachi.org](http://www.gachi.org)

**Georgia Department of Labor/Vocational Rehabilitation**  
1700 Century Circle Suite 300  
Atlanta, GA 30345  
Rebecca Sills, State Coordinator for Deaf/HH/Deaf-Blind  
404-486-6331 V  
404-484-6333 T  
866-489-0001 Toll Free  
866-373-7778 T  
404-486-0197 FAX  
Email: [Rebecca.sills@dol.state.ga.us](mailto:Rebecca.sills@dol.state.ga.us)  
Website: [www.vocrehabga.org](http://www.vocrehabga.org)

## **HAWAII**

**Disability and Communication Access Board**  
919 Ala Moana Blvd., Room 101  
Honolulu, HI 96814  
Exec. Director: Francine Wai  
808-586-8121 T/V  
808-586-8130 T  
808-586-8129 FAX  
Email: [dcab@doh.hawaii.gov](mailto:dcab@doh.hawaii.gov)  
Website: <http://www.state.hi.us/health/dcab/>

**State Vocational Rehabilitation and Services for the Blind Division**  
601 Kamokila Blvd. #515  
Kapolei, HI 96707  
State Coordinator: Carol Young  
808-692-7718 T/V  
808-692-7727 FAX  
Email: [cyoung@dhs.hawaii.gov](mailto:cyoung@dhs.hawaii.gov)

## **IDAHO**

### **Council for the Deaf and Hard of Hearing**

1720 Westgate Drive, Suite A, Room 134

Boise, ID 83704

Exec. Director: Wes Maynard

208-334-0879 V in ID

208-334-0803 T in ID

800-433-1323 V

800-433-1361 T

208-334-0952 Fax

208-334-0879 (VP-100)

168.103.42.178 (D-Link IP Address)

Email: [maynardw@idhw.state.id.us](mailto:maynardw@idhw.state.id.us)

Website: [cdhh.idaho.gov](http://cdhh.idaho.gov)

### **Idaho Division of Vocational Rehabilitation**

10200 W. Emerald, Suite 101

Boise, ID 83704-8780

Michele Clarke M.S., CRC

208-327-7040 T

208-337-7411 V

208-327-7417 FAX

Email: [mclarke@vr.idaho.gov](mailto:mclarke@vr.idaho.gov)

Website: <http://www.vr.idaho.gov>

## **ILLINOIS**

### **State of Illinois Deaf and Hard of Hearing Commission**

1630 South Sixth Street

Springfield, IL 62703

Director: John Miller

217-557-4495 T/V

877-455-3323 T/V

217-557-4492 FAX

Email: [jmiller@idhbc.state.il.us](mailto:jmiller@idhbc.state.il.us)

Website: [www.idhbc.state.il.us](http://www.idhbc.state.il.us)

### **Division of Services for Persons who are Deaf or Hard of Hearing**

Illinois Dept. of Human Services

Division of Rehabilitation Services

100 West Randolph Street, Ste 5-300

Chicago, IL 60601

State Coordinator: Ingrid Halvorsen

1-866-264-2149 T

312-814-2939 V

217-785-9304 V

E-mail: [ingrid.halvorsen@illinois.gov](mailto:ingrid.halvorsen@illinois.gov)

Website: <http://www.dhs.state.il.us/ors/>

## **INDIANA**

### **Indiana Deaf and Hard of Hearing Services**

Division of Disability and Rehabilitative Services

402 West Washington Street

Room W453

P.O. Box 7083

Indianapolis, IN 46207-7083

Director: James Van Manen

317-232-1143 T/V

800-962-8408 T/V in IN

317-233-1566 FAX

Email: [james.vanmanen@fssa.in.gov](mailto:james.vanmanen@fssa.in.gov)

Website: [www.in.gov/fssa/dhhs/](http://www.in.gov/fssa/dhhs/)

### **Indiana Vocational Rehabilitation Services**

Division of Disability and Rehabilitative Services

402 West Washington Street

Room W453

P.O. Box 7083

Indianapolis, IN 46204

Rehabilitation Counselor for the Deaf Program

Program Director: Rhonda Marcum

317-232-1409 TTY

317-232-6478 FAX

Email: [Rhonda.marcum@fssa.in.gov](mailto:Rhonda.marcum@fssa.in.gov)

Website:

<http://www.in.gov/fssa/servicedisabl/vr/index.htm>

## **IOWA**

### **Deaf Services Commission of Iowa**

Department of Human Rights, 2<sup>nd</sup> floor

Lucas State Office Building

Des Moines, Iowa 50319

Administrator: Kathryn Baumann-Reese

515-281-3164 T/V

515-242-6119 FAX

Email: [dkr.dsci@iowa.gov](mailto:dkr.dsci@iowa.gov)

Website: <http://www.state.ia.us/government/dhr/ds>

### **Division of Vocational Rehabilitation Services**

510 East 12<sup>th</sup> Street

Des Moines, IA 50319

515-281-4211 T/V

515-281-7645 FAX

Website: <http://www.ivrs.iowa.gov/>

## **KANSAS**

### **Kansas Commission for the Deaf and Hard of Hearing**

3640 SW Topeka Blvd, Suite 150

Topeka, KS 66611

Exec. Director: Rebecca J. Rosenthal

785-267-6100 T/V

800-432-0698 T/V



785-267-0655 FAX  
Email: [rja@srskansas.org](mailto:rja@srskansas.org)  
Website: [www.srskansas.org/kcdhh/](http://www.srskansas.org/kcdhh/)

**Kansas Rehabilitation Services  
Deaf Unit**  
915 SW Harrison St.  
Topeka, KS 66612  
State Coordinator: Rebecca J. Rosenthal  
785-267-6100 T/V  
785-267-0658 FAX  
Email: [rja@srskansas.org](mailto:rja@srskansas.org)

## **KENTUCKY**

**Kentucky Commission on the Deaf and Hard of Hearing**  
632 Versailles Road  
Frankfort, KY 40601  
Exec. Director: Bobbie Beth Scoggins  
502-573-2604 T/V  
800-372-2907 T/V in KY  
502-573-3594 FAX  
Email: [kcdhh@kcdhh.ky.gov](mailto:kcdhh@kcdhh.ky.gov)  
Website: <http://www.kcdhh.ky.gov>

**Kentucky Department of Vocational Rehabilitation**  
209 Saint Clair Street  
Frankfort, KY 40601  
State Coordinator: Lori Bishop  
502-564-4440 T/V  
800-372-7172 in KY  
888-420-9874 in KY  
502-564-6745 FAX  
Email: [wfd.vocrehab@ky.gov](mailto:wfd.vocrehab@ky.gov)  
Website: <http://ovr.ky.gov/index.htm>

## **LOUISIANA**

**Louisiana Commission for the Deaf**  
Louisiana Rehabilitation Services  
627 North 4th Street  
Baton Rouge LA 70802  
Exec. Director: W. Fred Roy, III  
225-925-4175 T/V  
800-256-1523 T/V  
225-922-1515 FAX  
Email: [fvovl@dss.state.la.us](mailto:fvovl@dss.state.la.us)  
Website:  
[www.dss.state.la.us/departments/lrs/Commission\\_For\\_the\\_Deaf.html](http://www.dss.state.la.us/departments/lrs/Commission_For_the_Deaf.html)

**Louisiana Rehabilitation Services**  
627 North 4th Street

Baton Rouge LA 70802  
Director: James Wallace  
225-925-4131 T/V  
225-925-4184 FAX  
Email: [jwallace@dss.state.la.us](mailto:jwallace@dss.state.la.us)  
Website: [www.dss.state.la.us](http://www.dss.state.la.us)

## **MAINE**

**Division of Deafness  
Bureau of Rehabilitation Services**  
150 State House Station  
Augusta, ME 04333-0150  
State Coordinator: Jan DeVinney  
207-624-5965 T  
207-624-5963 V  
800-698-4440 V in ME only  
888-755-0023 T  
207-624-5980 FAX  
Email: [Janet.A.DeVinney@maine.gov](mailto:Janet.A.DeVinney@maine.gov)  
Website: <http://www.maine.gov/rehab/dod>

## **MARYLAND**

**Office of the Deaf and Hard of Hearing**  
217 East Redwood St., 13<sup>th</sup> Floor  
Baltimore, MD 21202  
Director: Yvonne Dunkle  
410-767-7756 T  
410-767-6290 V  
410-333-1016 FAX  
Email: [ODHH@gov.state.md.us](mailto:ODHH@gov.state.md.us)

**Maryland Division of Rehabilitation Services**  
2301 Argonne Drive  
Baltimore, MD 21218  
State Coordinator: Howard Leonard  
410-554-9411 T  
410-554-9385 V  
Email: [dors@dors.state.md.us](mailto:dors@dors.state.md.us)  
Website: [www.dors.state.md.us](http://www.dors.state.md.us)

## **MASSACHUSETTS**

**Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH)**  
150 Mt. Vernon Street, Fifth Floor  
Dorchester, MA 02125  
Commissioner: Heidi L. Reed  
617-740-1700 T  
617-740-1600 V  
800-530-7570 T in MA  
800-882-1155 V in MA  
617-265-8447 VP

70.22.152.162 (VP IP Address)  
617-740-1699 FAX  
Website: [www.mass.gov/mcdhh/](http://www.mass.gov/mcdhh/)

**Massachusetts Rehabilitation Commission**  
Fort Point Place  
27 Wormwood Street, Suite 600  
Boston, MA 02210-1616  
Spec Project Dir: Diane C. Kendrick  
800-245-6543 T/V  
617-204-3600 T/V  
617-727-1354 FAX  
Email: [Diane.Kendrick@MRC.state.ma.us](mailto:Diane.Kendrick@MRC.state.ma.us)  
Website: [www.state.ma.us/mrc/vr/vrmain.htm](http://www.state.ma.us/mrc/vr/vrmain.htm)

## **MICHIGAN**

**Division on Deaf and Hard of Hearing**  
Michigan Department of Labor and Economic Growth  
201 N. Washington Sq. Ste 150  
Lansing, MI 48913  
Director: Christopher Hunter  
517-335-6004 T/V  
877-499-6232 T/V  
517-335-7773 FAX  
Email: [dodhh@michigan.gov](mailto:dodhh@michigan.gov)  
Website: [www.mcde-dodhh.org](http://www.mcde-dodhh.org)

**Michigan Department of Labor and Economic Growth**  
**Michigan Rehabilitation Services**  
201 N. Washington Square, 4<sup>th</sup> Floor  
Lansing, MI 48933 (physical)  
P.O. Box 30010  
Lansing, MI 48909 (mailing)  
Director: Ms. Jaye Shamsiddeen  
517-373-3390 V  
888-605-6722 T  
517-335-7277 FAX  
Email: [mrs-customerassistance@michigan.gov](mailto:mrs-customerassistance@michigan.gov)  
Website: <http://www.michigan.gov/mrs>

## **MINNESOTA**

**Minnesota Commission Serving Deaf and Hard of Hearing People**  
444 Lafayette Road North  
St. Paul, MN 55155-3814  
Exec. Director: Mary Hartnett  
651-297-7305 T/V  
651-297-7115 FAX  
Email: [mary.hartnett@state.mn.us](mailto:mary.hartnett@state.mn.us)  
Email: [info@mncdhh.org](mailto:info@mncdhh.org)  
Website: <http://www.mncdhh.org>

**Minnesota Department of Employment and Economic Development (DEED)**  
**Rehabilitation Services Administrative Office**  
1<sup>st</sup> National Bank Building  
332 Minnesota Street, Suite #E200  
St. Paul, MN 55101-1351  
Rehabilitation Services Director: Kimberly T. Peck  
1-800-657-3973 T  
651-296-7510 V  
651-296-5616 V  
651-297-5159 FAX  
E-mail: [kim.peck@state.mn.us](mailto:kim.peck@state.mn.us)  
Website: [www.deed.state.mn.us](http://www.deed.state.mn.us)

## **MISSISSIPPI**

**Office of Vocational Rehabilitation Services**  
1281 Highway 51 North  
Madison, MS 39110 (physical)  
P.O. Box 1698  
Jackson, MS 39215-1698 (mailing)  
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601-853-5100 T/V  
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601-853-5325 FAX  
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**Office on Deaf and Hard of Hearing**  
300 Capers Avenue  
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601-351-1587 FAX  
Email: [odhh@odhh.org](mailto:odhh@odhh.org)  
Website: <http://www.odhh.org/>

## **MISSOURI**

**Missouri Commission for the Deaf and Hard of Hearing**  
1103 Rear Southwest Blvd  
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573-526-5205 T/V  
573-526-5209 FAX  
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Website: [www.mcdhh.mo.gov](http://www.mcdhh.mo.gov)

**Division of Vocational Rehabilitation**  
**Department of Elementary & Secondary Education**  
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573-751-1441 FAX  
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## **MONTANA**

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406-771-9194 T  
406-771-9053 V  
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111 Sanders Suite 307  
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406-444-3632 FAX  
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Website: <http://www.dphhs.mt.gov/dsd/mvr.shtml>

## **NEBRASKA**

**Nebraska Commission for the Deaf and Hard of Hearing**  
4600 Valley Road, Suite 420  
Lincoln, NE 68510-4844  
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402-471-3593 T/V  
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## **NEVADA**

**Office of Disability Services**  
3656 Research Way, Suite 32  
Carson City, NV 89706  
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775-687-3388 T  
775-687-4452 V  
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Email: [Tbutterworth@dhr.state.nv.us](mailto:Tbutterworth@dhr.state.nv.us)  
Website: [http://hr.state.nv.us/directors/disabilitysvcs/dhr\\_ods.htm](http://hr.state.nv.us/directors/disabilitysvcs/dhr_ods.htm)

## **NEW HAMPSHIRE**

**Program for the Deaf and Hard of Hearing**  
Division of Adult Learning and Rehabilitation  
21 South Fruit Street, Suite 20  
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603-271-3471 T/V  
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Website: <http://www.ed.state.nh.us/education/doe/>

## **NEW JERSEY**

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**Division of Vocational Rehabilitation Services**  
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## **NEW MEXICO**

**New Mexico Commission for the Deaf and Hard of Hearing**

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**State Department of Education**  
**Division of Vocational Rehabilitation**  
435 St. Michael's Drive  
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505-954-8500 V  
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## **NEW YORK**

**State Education Department**  
**Office of Vocational and Educational Services for**  
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One Commerce Plaza, Room 1603  
Albany, NY 12234  
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## **NORTH CAROLINA**

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**Division of Services for the Deaf and the Hard of**  
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1100 Navaho Drive  
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Raleigh, NC 27609 (physical)  
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Website: <http://dsdhh.dhhs.state.nc.us/>

**Division of Vocational Rehabilitation Services**

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## **NORTH DAKOTA**

**Rehabilitation Consulting Services**  
**Department of Human Services**  
1237 West Divide Suite 1B  
Bismarck, ND 58501  
State Director: Yvonne Smith  
701-328-8968 T  
701-328-8950 V  
800-472-2622 Toll Free  
701-328-8969 FAX  
Website:  
<http://www.nd.gov/humanservices/about/contact.html>

## **OHIO**

**Rehabilitation Services Commission**  
400 East Campus View Blvd  
Columbus, OH 43235-4604  
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614-785-5048 T  
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614-438-1257 FAX  
Website: [www.state.oh.us/rsc](http://www.state.oh.us/rsc)

## **OKLAHOMA**

**Services to the Deaf and Hard of Hearing**  
**Department of Rehabilitation Services**  
3535 N.W. 58<sup>th</sup> Street, Suite 500  
Oklahoma City, OK 73112-4815  
405-951-3400 T/V  
800-845-8476 T/V in OK only  
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## **OREGON**

**Deaf and Hard of Hearing Services Program**  
**Oregon Dept. of Human Services**  
500 Summer St. NE E-06  
Salem, OR 97301  
Program Manager: Georgia Ortiz  
503-945-5935 T/V  
800-521-9615 T/V (in-state only)  
503-945-6306 FAX

Email: [georgia.ortiz@state.or.us](mailto:georgia.ortiz@state.or.us)  
Website: [www.oregon.gov/DHS/](http://www.oregon.gov/DHS/)

**Department of Human Services  
Vocational Rehabilitation Division  
Administration Office**  
500 Summer St., NE E-87  
Salem, OR 97301  
State Coord/Specialist: Sheila Hoover  
1-866-801-0130 T  
503-945-5880 V  
877-277-0513 Toll Free  
503-947-5025 FAX  
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## **PENNSYLVANIA**

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800-233-3008 T/V in PA  
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Website:  
<http://www.dli.state.pa.us/landi/cwp/view.asp?a=128&q=224493>

**Office of Vocational Rehabilitation**  
1521 North 6<sup>th</sup> Street  
Harrisburg, PA 17102  
State Coordinator: Sandy C. Duncan  
717-787-4885 T  
717-772-1659 V  
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717-783-5221 FAX  
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## **PUERTO RICO**

**Vocational Rehabilitation Administration  
Department of Work and Human Resources**  
Box 191118  
San Juan, PR 00919-1118  
787-729-0160 ext. 2301 T/V  
787-728-8070 FAX  
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## **RHODE ISLAND**

**Rhode Island Commission on the Deaf and Hard of Hearing**

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**Office of Rehabilitation Services**  
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## **SOUTH CAROLINA**

**South Carolina Vocational Rehabilitation Department**  
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## **SOUTH DAKOTA**

**Communication Service for the Deaf (CSD)**  
102 North Krohn Place  
Sioux Falls, SD 57103  
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605-367-5761 T  
866-273-3323 T (Toll Free)  
605-367-5958 FAX  
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Website: <http://www.c-s-d.org>

**Division of Rehabilitation Services  
Department of Human Services**  
Hillsview Plaza  
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c/o 500 East Capitol  
Pierre, SD 57501-5070  
Program Specialist: Janet Ball  
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605-773-5483 FAX  
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## **TENNESSEE**

**Tennessee Division of Rehabilitation Services**  
Department of Human Services  
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Nashville, TN 37248-0001  
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615-313-4700 V/T  
615-741-4165 FAX  
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Email: [human-services.webmaster@state.tn.us](mailto:human-services.webmaster@state.tn.us)  
Website: [www.state.tn.us/humanserv](http://www.state.tn.us/humanserv)

**Tennessee Council for the Hearing Impaired**  
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## **TEXAS**

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**Office for Deaf and Hard of Hearing Services**  
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Austin, TX 78751 (physical)  
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Website: <http://www.dars.state.tx.us/dhhs/index.shtml>

**Department of Assistive and Rehabilitation Services**  
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## **UTAH**

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801-538-7522 FAX  
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## **VERMONT**

**Division of Vocational Rehabilitation**  
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Website: [www.dad.state.vt.us/dvr/deaf/dsp.htm](http://www.dad.state.vt.us/dvr/deaf/dsp.htm)

## **VIRGINIA**

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## **VIRGIN ISLANDS**

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## **WASHINGTON**

**Office of the Deaf and Hard of Hearing**  
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P.O. Box 45300  
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D-Link Video IP Address: 209.181.93.249  
D-Link Video Phone: 360-902-8000  
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Website: <http://www1.dshs.wa.gov/dvr/>

## **WEST VIRGINIA**

**West Virginia Commission for the Deaf and Hard of Hearing**  
Capitol Complex, Building 6, Room 863  
Charleston, WV 25305  
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304-558-1675 T/V

877-461-3578 T/V Toll Free  
304-588-0937 FAX  
304-558-2923 VP  
Email: [karipreslar@wvdhhr.org](mailto:karipreslar@wvdhhr.org)  
Website: [www.wvdhhr.org/wvcdhh](http://www.wvdhhr.org/wvcdhh)

**West Virginia Division of Rehabilitation Services**  
Box 50890 State Capitol  
Charleston, WV 25305-0890  
State Coordinator: Barbara L. King  
304-766-4965 T/V  
800-642-8207 V in WV  
304-766-4950 FAX  
Email: [Barbara.King@wvdrs.org](mailto:Barbara.King@wvdrs.org)  
Website: [www.wvdrs.org](http://www.wvdrs.org)

## **WISCONSIN**

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608-266-1865 V  
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Website: <http://www.dhfs.wisconsin.gov/>

**Division of Vocational Rehabilitation**  
**Dept of Workforce Development**  
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608-266-1133 FAX  
E-mail: [charlene.dwyer@dwd.state.wi.us](mailto:charlene.dwyer@dwd.state.wi.us)  
Website: <http://www.dwd.state.wi.us/dvr/>

## **WYOMING**

**Division of Vocational Rehabilitation**  
851 Werner Court, Suite 120  
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307-261-2172 T/V  
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Website: <http://wyomingworkforce.org/how/vr.aspx>

## Appendix D

### Letter #1 (D/HH VR Agencies)

(to be sent via US Mail and email, with appropriate change in para. 1, line 4)

(header)

BY U.S. AND ELECTRONIC MAIL

Dear \_\_\_\_\_:

RE: Deaf and Hard of Hearing Vocational Rehabilitation

During its 2008 session, the Hawaii Legislature adopted Senate Concurrent Resolution No. 37, C.D. 1, requesting the Legislative Reference Bureau (Bureau) to study the establishment of a comprehensive vocational rehabilitation center for deaf and hard of hearing individuals to coordinate and improve their employment options. A copy of the resolution is enclosed/attached for your review. More specifically, the Resolution asks the Bureau to research programs in other states to:

- (1) Suggest services to be delivered by a comprehensive state center providing vocational rehabilitation services for the deaf and hard of hearing;
- (2) Survey other states regarding start-up and operating costs for a similar center and roughly estimate the cost of establishing such a center in Hawaii;
- (3) Consult with agencies familiar with serving the deaf and hard of hearing;
- (4) Recommend legislation to establish a center in Hawaii.

To assist us in preparing our report, we would appreciate your response to the questions below. Where we ask for a quantitative response, an estimated figure will suffice. Where we ask for a qualitative response, please be as specific as possible. Please feel free to refer us to another source if you do not have the information requested, to send us written materials containing the information requested, or to provide a URL where we might locate the information on the web. Written responses and materials may be sent to the address shown above. Responses by email may be sent to one of the addresses given below.

### Facilities

1. Does your state have a facility or facilities dedicated to providing vocational rehabilitation and related services to the deaf and hard of hearing?
2. If the answer to #1 is "yes," was it purpose-built or converted from some other use?
3. If your answer to #2 is "purpose-built," what were the costs of start-up, including land acquisition, design, construction, and equipment/furnishing?



4. If the answer to #2 is "some other use," please identify, describe, and estimate the cost of converting the facility (acquisition, renovation, and equipment/furnishing).
5. Whether your state's facility is dedicated or mixed use, purpose-built or converted, what is the estimated annual cost of operation attributable to providing services to the deaf and hard of hearing?

#### Personnel

6. Does your state provide vocational rehabilitation services to the deaf and hard of hearing via personnel employed by the state, by contract with a service provider, or both?
7. If your answer to #6 was "employed by the state," are these personnel civil service employees?
8. What is the ratio of vocational rehabilitation personnel to the deaf and hard of hearing client population in your state?
9. Are vocational rehabilitation personnel serving the deaf and hard of hearing dedicated to serving this client population only or do they serve other client populations as well?
10. Are vocational rehabilitation personnel assigned to serve a particular portion of the deaf and hard of hearing client population (e.g., deaf - visual communicator, deaf - auditory communicator, etc.)?
11. Are vocational rehabilitation personnel assigned to serve the deaf client population required to be trained in deaf culture?
12. Are vocational rehabilitation personnel serving the deaf or hard of hearing who are visual communicators required to be proficient in American Sign Language?
13. If you have position descriptions for vocational rehabilitation personnel serving the deaf and hard of hearing in your state, please provide them or refer us to a source from which we may obtain them.

#### Services

14. What vocational rehabilitation services are provided to the deaf and hard of hearing in your state?
15. Does your state offer services to the business community (e.g., awareness/sensitivity training, use of assistive devices, etc.) to enhance the placement of the deaf and hard of hearing in meaningful employment?
16. What performance measures does your state use to assess the success of vocational rehabilitation services offered to the deaf and hard of hearing?

### Legislation

17. Please provide citations to your state's codified or uncoded law, including administrative rules, governing provision of vocational rehabilitation services to the deaf and hard of hearing, including program requirements, funding, and client rights and responsibilities.

### Models

18. Is there a particular state or states with legislation or programs that, in your view, set a standard to be emulated by other states?
19. Is the "Model State Plan for Vocational Rehabilitation Services to Persons who are Deaf, Deaf-Blind, Hard of Hearing, or Late Deafened," (5<sup>th</sup> ed., April 2008), one which a state agency can realistically or practically implement, in whole, in part, or in phases? Please prioritize those elements you consider most important.
20. Please describe the elements of legislation or programs for vocational rehabilitation of the deaf and hard of hearing that you regard as core or essential. Please prioritize those elements you consider most important.

### Other

21. Although we do not believe them to have been purposely excluded, Senate Concurrent Resolution No. 37 makes no mention of the deaf-blind. Is there anything you would add to your answers above, or answer differently, with respect to this client population (e.g., this population is served by those serve the blind, those who serve the deaf, or by dedicated deaf-blind service providers)?

Please provide us with the name, telephone number, and email address for the person we may contact if we need to follow-up on any of your responses. In order to complete our report in a timely fashion, we request a response by August 28, 2008.

Thank you for your anticipated assistance in this effort. If you have any questions, please call 808.587.0666 and ask for Ted Baker or Lance Ching or email them at [tbaker@capitol.hawaii.gov](mailto:tbaker@capitol.hawaii.gov) or [l.ching@capitol.hawaii.gov](mailto:l.ching@capitol.hawaii.gov), respectively.

Very truly yours,

Ken H. Takayama  
Director

Enc.

## Appendix E-1

### FACILITIES:

1. Is the facility or facilities from which vocational rehabilitation and related services are provided to the deaf and hard of hearing purpose-built or converted from some other use?

The Vocational Rehabilitation (VR) offices that provide services to deaf and hard of hearing persons are in state office buildings or private office buildings. Neighbor island offices provide services to persons with disabilities including deaf and hard of hearing persons. On Oahu, one office located in a private office building, serves deaf and hard of hearing consumers exclusively. The location of the Services for the Deaf section is in leased space in a private building.

2. N/A

3. N/A

4. The estimated annual cost of operation only for the Services for the Deaf Section on Oahu for state fiscal year 2008 was \$1,132,792. This amount is for services only on Oahu and do not account for additional contract spending and expenses on the neighbor islands.

### PERSONNEL:

5. Does Hawaii provide vocational rehabilitation services to the deaf and hard of hearing via personnel employed by the State, by contract with a service provider or both?

VR provides services via state employees. VR has a contract for interpreter referral services statewide, job placement services on Oahu and independent living services on Oahu.

6. If your answer to #5 was "employed by the State," are these personnel civil service employees?

Yes

7. What is the salary range for vocational rehabilitation personnel?

The range for the Vocational Rehabilitation Specialist positions range from the trainee level counselor, Vocational Rehabilitation Specialist I, starts at a minimum of \$2,887 per month to the experienced VRS IV at a maximum of \$5,202 per month. The supervisor level at the Services for the Deaf section office are paid at the state civil service SR 24 level. VR also has social service aids and social service assistants that are considered paraprofessionals.

8. What is the ratio of vocational rehabilitation personnel to the deaf and hard of hearing client population in Hawaii?

The number of deaf and hard of hearing persons served on Oahu is higher than the population served on the neighbor islands. The numbers for fiscal year 2008 are as follows:

⇒ Hilo	32
⇒ Kona	30
⇒ Maui	40
⇒ Molokai	8
⇒ Kauai	22
⇒ Oahu/Deaf Services Section:	196 clients with one supervisor, two counselors and one social service aid and one social service assistant positions.

Typically, persons who are hard of hearing are served by a wide range of counselors, so they are not all reflected in these numbers.

9. Are vocational rehabilitation personnel serving the deaf and hard of hearing dedicated to serving this client population only or do they serve other client populations as well?

On Oahu, staffs at the Services for the Deaf Section are dedicated to serving this population only. On the neighbor islands, a counselor in each office location is designated to provide services to deaf and hard of hearing clients in addition to their general caseload. Ideally, each VR office location would have a specialist working exclusively with deaf and hard of hearing persons.

10. Are vocational rehabilitation personnel assigned to serve a particular portion of the deaf and hard of hearing client population (e.g., deaf-visual communicator, deaf-auditory communicator, etc.)?

No, services are not divided by communication modes. They are provided based on the generic category of deaf and hard of hearing.

11. Are vocational rehabilitation personnel assigned to serve the deaf client population required to be trained in deaf culture?

On Oahu the position has selective certification for American Sign Language. Someone who is fluent in American Sign Language comes with a knowledge of deaf culture. On the neighbor islands, there is no selective certification requirement. Neighbor island staff are not required to be trained in deaf culture. However, VR

arranges to send neighbor island staff to intensive mainland trainings on American Sign Language, Deaf culture and rehabilitation of persons who are deaf or hard of hearing.

12. Are vocational rehabilitation personnel serving the deaf or hard of hearing who are visual communicators required to be proficient in American Sign Language?

On Oahu staff are required to be proficient communicators. On the neighbor islands, they do not have a proficiency requirement. However, neighbor island staffs are encouraged to develop their skills.

13. If you have position descriptions for vocational rehabilitation personnel serving the deaf and hard of hearing in Hawaii, please provide them or refer us to a source from which we may obtain them.

Personnel descriptions are attached.

#### **SERVICES:**

14. What vocational rehabilitation services are provided to the deaf and hard of hearing in Hawaii?

The services provided to deaf and hard of hearing persons are the same as the vocational rehabilitation services provided to clients with other disabilities. Services include the following:

- Assessment of eligibility
- Assessment for determination of VR needs
- Vocational Rehabilitation counseling and guidance, including information and support services to assist an individual in exercising informed choice.
- Referral and other services necessary to assist applicants and eligible individuals to secure needed services
- Diagnosis and treatment of physical and mental impairments
- Vocational and other training services, including vocational adjustment training, books, tools, and other training materials
- Maintenance
- Transportation
- Vocational rehabilitation services to family members
- Interpreter services
- Reader services
- Job related services including job search and placement
- Supported employment
- On the job or other related personal attendant
- Specific post-employment services
- Occupational licenses, tools, equipment, initial stocks and supplies
- Rehabilitation technology

- Transition services
  - Technical assistance and consultation
  - Other goods and services determined necessary for the individual with a disability to achieve an employment outcome.
15. Does Hawaii offer services to the business community (e.g., awareness/sensitivity training, use of assistive devices, etc.) to enhance the placement of the deaf and hard of hearing in meaningful employment? If yes, please describe.

Yes, counselors work with employers to assure that communication between the deaf /hard of hearing employee and fellow employees and employer are successful. If there is a breakdown in communication, it frequently interferes with success on the job. Assistive devices are explained, how to secure and use an interpreter, how to communicate on the job without an interpreter and when an interpreter is necessary and who to call for questions.

16. What performance measures does Hawaii use to assess the success of vocational rehabilitation services offered to the deaf and hard of hearing?

The success of vocational rehabilitation services provided to all clients of VR are ninety days of successful employment. All services provided by VR are with the goal of employment.

#### **LEGISLATION:**

17. Please provide citations to Hawaii's codified or uncoded law, including administrative rules, governing provision of vocational rehabilitation services to the deaf and hard of hearing, including program requirements, funding and client rights and responsibilities.

Vocational Rehabilitation is addressed in the Hawaii Revised Statutes, chapter 348. The website ([www.hawaiiivr.org](http://www.hawaiiivr.org)) contains the VR Service Manual, the Hawaii Administrative Rules and information on rights and responsibilities. Vocational Rehabilitation is funded through the Rehabilitation Services Administration (78.7%) and the remainder through State funding. More detailed budget information can be provided if needed.

#### **METHODS:**

18. Is the "Model State Plan for Vocational Rehabilitation Services to Persons who are Deaf, Deaf-Blind, Hard of Hearing, or Late Deafened" (5<sup>th</sup> ed., April 2008), one that a state agency can realistically or practically implement, in whole, in part, or in phases? Please prioritize those elements you consider most important.

The model state plan is a realistic model to provide the quality of services needed for deaf, hard of hearing and late deafened persons. It is a model to work toward in phases. The most important elements of the Model State Plan are:

- Assertiveness training and confidence building
- Motivating consumers to work
- Self advocacy/self determination
- Communication skills
- Life skills
- Transition services
- Career exploration and vocational preparation
- Marketing to Employers
- Job Placement
- Benefits counseling
- Job retention and career advancement

**OTHER:**

21. Although we do not believe them to have been purposely excluded, Senate Concurrent Resolution No. 37 makes no mention of the deaf-blind. Is there anything you would add to your answers above, or answer differently, with respect to this client population (e.g., this population is served by those who serve the blind, those who serve the deaf, or by dedicated deaf-blind service providers)?

Persons who are deaf-blind would receive services at the comprehensive vocational rehabilitation center based on informed choice. They would have the choice of receiving services at the comprehensive center or at Ho‘opono, which also provides services to deaf-blind persons.

## Appendix E-2

September 2, 2008

Disability and Communication Access Board  
Response to Questionnaire  
Deaf and Hard of Hearing Vocational Rehabilitation

1. The current Vocational Rehabilitation (Deaf Services Section) Office is not satisfactory because the location is in downtown Honolulu and parking is limited. The office does not provide a centralized location of resources nor does it house all of the vocational counselors who serve the deaf and hard of hearing clients.
2. The essential and core features that should be incorporated in the design of new facility are: a training room, a computer room, a resource room, and a technology room.

Training room: This room would contain services that increase self-awareness, self-esteem, and personal growth. The training room would provide a full range of service needs and options available to assist clients in obtaining and retaining employment as well as enhancing independent living skills. Clients would receive training in confidence building, employment counseling, and communication and coping skills development.

Computer room: Provision of high speed Internet connection, and computer stations would prepare clients to develop resumes, learn software applications and become proficient in seeking employment, training, higher education, and housing options through the Internet.

Resource room: Services would include English to American Sign Language (ASL) translations, literature about deafness, and how to cope with deafness, various types of communication access tools and legal references pertaining to laws that relate to persons with disabilities. The resource room would serve as a community library for local and national agencies that offer support to the deaf and hard of hearing client.

Technology room: Assistive listening devices available for loan or purchase would increase independent living and communication skills. Available technology such as an FM, infrared or inductive loop systems would be made for meetings with employers or for personal use at home, public outings or travel. Work and personal home alert devices would increase safety and independence for deaf and hard of hearing individuals. Strobe or vibrating devices alert the deaf or hard of hearing individuals to wake up on time to go to work. Employers can page the deaf or hard of hearing employee, and in an emergency (fire, weather, threats of terrorism) situation the device will alert the individual to take action. Deaf and hard of hearing individuals will make informed choices on which devices accommodates their needs and learn how to use these devices.



3. Advantages of personnel employed by the state are security and permanency. Disadvantages are high qualifications that require college degrees and continuing educational units. There are qualified professionals skilled in ASL and deafness that would not meet current minimum qualifications and would be eliminated from the recruitment pool.

The advantage of personnel employed by a contracted service provider is the flexibility in substituting experience for minimum qualifications. The disadvantage of hiring someone with less stringent qualifications may impact service delivery outcomes.

4. It is recommended that personnel providing vocational rehabilitation services to the deaf and hard of hearing be employed by the State as exempt employees. As exempt status positions, there is more flexibility to advertise and recruit from the general public directly rather than through the more structured civil service process.
5. Based on telephone interviews with the Ho'opono staff, their center serves three hundred (300) clients at optimum capacity. The deaf and hard of hearing client population at the new facility would be similar to Ho'opono, where three (3) counselors serve the three hundred (300) clients or, one counselor per one hundred (100) clients. Additional staff includes six (6) teachers for fourteen (14) students. Teachers provide training on technology, resource and personal development, and job placement services.
6. Vocational rehabilitation personnel should be assigned and cross trained to have knowledge and expertise of deafness such as Oral Deaf with ASL and limited speech, Oral Deaf with fluent speech and sign language, Oral deaf with speech and no sign language, Hard of Hearing with speech, Hard of Hearing with speech and sign language, Late deafened with speech, Late deafened with speech and sign language, and Deaf with ASL and no speech.
- 7 & 8. Vocational rehabilitation staff assigned to serve the deaf and hard of hearing client should be required to be trained in deaf culture and have knowledge of hearing loss for the late deafened population.

Vocational rehabilitation personnel should also be required to be proficient in ASL. Personnel and clients who use ASL must ensure "effective communication." The knowledge and use of ASL between staff and client assists in developing a trusted working relationship and enhances the outcome of successful employability.

9. At minimum types of services vocational rehabilitation should provide at the new facility are:

Personal adjustment to deafness, computer access training, use of assistive technology, occupational therapy, home management and independent living skills.

Examples of positions to implement these services are:

- Communication specialists will train clients about deafness and effective communication
- Vocational teachers will instruct clients on how to obtain and maintain vocational and independent living outcomes.
- Job coaches will assist clients on the job to achieve employment goals.
- Mental health specialists will provide mental health counseling and support services.

There is a population of deaf and hard of hearing clients that cannot work in competitive employment due to their level of disability. Supported employment services should be provided to this group to ensure that long-term supports are provided to them on the same level that is offered to other population groups of persons with more significant employment barriers due to disability.

10. The highest priority of the new facility should be to focus on educating and counseling the deaf and hard of hearing on how to be employed and to increase independence.

After achieving this primary goal, the staff of the new facility should provide services to the business community such as educating businesses about hiring a person with a disability, training the business community about tax credits for hiring a person with a disability, and how to effectively communicate by providing reasonable accommodations for employees who is deaf or hard of hearing.

11. The local and national vocational rehabilitation performance measure to assess the success of vocational rehabilitation services is ninety (90) days of satisfactory employment. Of course it might take years of vocational support services and training to achieve this standard measure of success.

12. Most states have some type of vocational rehabilitation program for the deaf and hard of hearing, however they are not necessarily modeled as a centralized service delivery system. The following States appear to have programs that meet the needs of deaf and hard of hearing. This list is not an exhaustive list of state programs.

- Arkansas Rehabilitation Services — Office for the Deaf and Hearing Impaired
- Deaf Center of Idaho
- Oklahoma Department of Rehabilitation Services — Services for the Deaf and Hard of Hearing, Services for the Deaf/Blind

- Tennessee Department of Human Services — Deaf and Hard of Hearing Services
  - Vermont Center for the Deaf and Hard of Hearing
  - \*Note: Sprint Relay Hawaii distributes telephones for the deaf and hard of hearing. The Disability and Communication Access Board credentials interpreters seeking local certification, Hawaii Quality Assurance System.
13. The "Model State Plan for Vocational Rehabilitation Services to Persons who are Deaf, Deaf-Blind, Hard of Hearing, or Late Deafened" (5<sup>th</sup> ed., April 2008) is one that a state vocational agency can practically implement in phases. The most important elements are:
- Vocational assessments, communication assessment, functional or worksite assessments
  - Vocational counseling and guidance to ensure consumers have a clear understanding of the world of work and to help develop appropriate vocational goals
  - Job readiness training to develop job seeking and retention skills
  - Independent living skills training
  - Vocational rehabilitation through enrollment in a postsecondary education program
  - On the job training
  - Job shadowing opportunities
  - Job coaching
  - Rehabilitation technology services to address barriers in the workplace and needed accommodations as well as technology to function independently
  - Long-term intensive services for consumers who are deaf and low functioning
  - Assertiveness training and confidence building, intensive counseling and therapy, coping skills support groups, communication skills training
14. The core elements of legislation or programs for vocational rehabilitation of the deaf and hard of hearing are to ensure adequate funding to create an effective system of service delivery to this population. Numbers of successful rehabilitants must increase and opportunities to secure livable wages are crucial to the full integration of and equal opportunity for this population.
15. The Disability and Communication Access Board recognizes the small number of underserved deaf-blind persons in the State. The type of services provided to them varies on a case-by-case basis. The range of disability impact depends on the length and/or onset of deafness and blindness. Currently, there are no local universities that train rehabilitation counselors about deaf-blind issues. Due to the lack of services locally, it is often recommended that deaf-blind persons be referred to the mainland to programs such as the Helen Keller Services for the Blind in New York to receive the appropriate services.

## Appendix E-3

### Facilities

1. Is there anything about the facility or facilities from which vocational rehabilitation and related services are currently provided to the deaf and hard of hearing that should be replicated in a new facility?

I think the concept of centralized services (i.e., Deaf Services Section) provides critical deaf-friendly, accessible support to deaf individuals. This may be more beneficial for ASL-using deaf individuals than hard-of-hearing individuals. My experience is with ASL-using deaf students, so my perspective may not be accurate for the spectrum of deaf/hh people. I also think that it is helpful when VR counselors can spend some time at a place like KCC where there is a concentration of VR clients. If space was available, it would great if VR could have regular office hours at KCC to be in closer touch with the people with whom they work.

2. What are the essential or core features that should be incorporated in the design of any new facility providing vocational rehabilitation services to the deaf and hard of hearing in Hawaii?

Let me start by saying that I'm not sure we know of the spectrum of possibilities for essential features and I think studying other centers on the mainland will give us ideas that we haven't even considered. Similarly, there may be features that are very specific to Hawai'i. For example, there might be interpreting services (written form or spoken form for families?) for some of the languages of the Pacific or Asia.

I almost would like a checklist of possibilities to provide feedback. I can't imagine all of the possibilities. However, one of the things I'm really hoping for is a close relationship between the center and both KCC and HCDB/HIDOE. I think that both VR support and secondary as well as post-secondary education opportunities for deaf students can be a powerful combination for success for deaf students. This type of partnership can provide consistent, coordinated services that will maximize the potential of deaf students. I would hope, too, that there are programs available, perhaps at KCC with support from VR, for older deaf individuals (in their 30s, 40s, etc) that furthers their qualifications/academic preparation for their current position or a change in vocational focus. For the most part, KCC students are recent high school graduates.

I know this response is very KCC-focused, but that is what I know, care about, and can speak to. It certainly shouldn't be the sole focus of the center.

### Personnel

3. What are the advantages or disadvantages to providing vocational rehabilitation services to the deaf and hard of hearing via personnel employed by the State, by contract with a service provider, or both?

I haven't considered the concept of a contract service provider. I suppose one of the advantages, is have choices for deaf VR clients. Sometimes, deaf clients may have a history with VR that flavors provision of services or perhaps I should say that flavors their response to services. Having a choice might be an advantage for clients and enhance the delivery of services in both groups.

4. If the personnel providing vocational rehabilitation services to the deaf and hard of hearing at a new facility are to be employed by the State, what are the advantages or disadvantages to these personnel being employed in a civil service or exempt status?

I have no idea what the pros and cons are.

5. What would be the optimal ratio of vocational rehabilitation personnel to the deaf and hard of hearing client population at the new facility?

I know that the current VR personnel are overtaxed and at times are really stretched in time and energy to give quality services. The current VR personnel are indeed quality but are at a disadvantage because of the high case load numbers. I don't have a suggestion for a specific ratio...but definitely LESS than what it currently is! In addition, I believe that quality needs to be maintained, not just warm bodies to decrease the ratio. There's the challenge. I know that VR is constantly on the look out for qualified applicants for open positions.

6. Should vocational rehabilitation personnel be assigned to serve a particular portion of the deaf and hard of hearing client population (e.g., deaf - visual communicator, deaf – auditory communicator, etc.)?

I think the idea of having choices to meet communication needs is essential. It may be that deaf people who are oral communicators might prefer or feel comfortable working with a range of VR counselors. Those who are ASL-users, must have ASL-fluent, well qualified VR counselors to provide comprehensive and accessible services. Again, it would be nice if those VR clients (ASL-users) also had a choice available related to VR counselor to whom they connect.

7. Should vocational rehabilitation personnel assigned to serve the deaf client population be required to be trained in deaf culture?

Oh yes and also be ASL-fluent as I indicated above. I would like to encourage incentives/rewards available for bilingual fluent (ASL/English) personnel to meet the needs of this special population.

8. Should vocational rehabilitation personnel serving the deaf or hard of hearing who are visual communicators be required to be proficient in American Sign Language? Oh, I already responded to that above. The simple answer is MOST DEFINITELY. I can't imagine quality services being provided without that language access and connection.

## **Services**

9. What vocational rehabilitation services should be provided to the deaf and hard of hearing at the new facility?

Sure wish I had a checklist. If I had more time, I'd do some homework to find out what the variety of possible services can be. I'd honestly appreciate a follow up to this survey that compiles a list of those services that are provided in other centers and ask us to rank the importance of those services and leave room for additional ideas. Is this possible?? I sure hope so!

If I can have additional time, I'll be glad to research some possibilities and provide a more complete answer. Actually, I'm not even providing any answer at all. I'm sorry.

10. Should the new facility offer services to the business community (e.g., awareness/sensitivity training, use of assistive devices, etc.) to enhance the placement of the deaf and hard of hearing in meaningful employment? If yes, please describe.

Yes, certainly. I suppose it would be worthwhile to partner with the Gallaudet University Regional Center so that there is no duplication of this type of training and information provided. It might be viewed as less self-serving if these types of training could be offered by a more neutral organization (GURC?...not sure).

11. What performance measures should Hawaii use to assess the success of vocational rehabilitation services offered to the deaf and hard of hearing?

Are there national standards...that is what we should be using, with additional assessment for Hawai'i-specific needs. Why reinvent the wheel. Use/modify what is already being used on a national basis. At least review what has been developed and adapt it to our unique needs.

## **Models**

12. Is there a particular state or states with legislation or programs that, in your view, set a standard to be emulated by other states?

I know that California has very strong legislation that provides support for community colleges serving students with disabilities so that money for interpreting services and other supports is

allotted to the community colleges. I'd like to see that legislation examined and evaluated for the appropriateness of adoption in Hawai'i. That is outlined in Section 5 of the California Education code, sub-section 56026. I'll attach that to this survey.

13. Is the "Model State Plan for Vocational Rehabilitation Services to Persons who are Deaf, Deaf-Blind, Hard of Hearing, or Late Deafened" (5th ed., April 2008), one that a state agency can realistically or practically implement, in whole, in part, or in phases? Please prioritize those elements you consider most important.

Again, I think a description of the possibilities would help in prioritizing the various elements. The overall concept is realistic and practical and very much needed.

14. Please describe the elements of legislation or programs for vocational rehabilitation of the deaf and hard of hearing that you regard as core or essential. Please prioritize those elements you consider most important.

I don't have the background or documents to be able to speak to this.

Other

15. Although we do not believe them to have been purposely excluded, Senate Concurrent Resolution No. 37 makes no mention of the deaf-blind. Is there anything you would add to your answers above, or answer differently, with respect to this client population?

Deaf-blind individuals deserve high quality services as well as the deaf or hard of hearing population.

I hope I will be able to provide additional information as I learn more about the various components that might be possible.

Thanks for the opportunity to respond to this survey.

Judy Coryell, Director  
Kapi'olani Deaf Center and Gallaudet University Regional Center  
Kapi'olani Community College

## Appendix F

### ***SCR 37, SD1 - Establishment of a Comprehensive Vocational Rehabilitation Center for Deaf and Hard of Hearing Individuals***

#### INTRODUCTION

Have you ever experienced being in an environment, such as a foreign country, or in a room full of people speaking a foreign language? If you have, imagine that's where you were born and grew up. The people are familiar to you, but you had to develop your own means to communicate your basic needs. You depend on what you see around you, but you don't understand what everyone is saying. You try to communicate and nobody understands you. You are lost, alone, and possibly afraid because there is no one else like you. This is what it's like to be Deaf or hard of hearing. To live in an environment where communication is occurring, but in a way you cannot fully comprehend. What do you do? Who do you talk to? How do you get a job? Can you live independently? The Deaf and Hard of Hearing Advisory Board (DHHAB) believes that language is the communication bridge that connects people.

Everyone has the ability to live a productive life and contribute to society. Productivity is often attributed to employment and what we do to earn a living as adults. Getting and keeping a job is an experience we all share. Hawaii's Department of Human Services, Division of Vocational Rehabilitation has been established to assist people with disabilities to find and maintain employment. A Deaf Services Section (DSS) was established to work specifically with deaf and hard of hearing individuals. DSS staff consist of hearing and deaf people fluent in American Sign Language (ASL). Services provided by the DSS are limited by its location, available resources, and that it doesn't house all of the rehabilitation counselors who serve Deaf and hard of hearing participants. Without expanding existing vocational rehabilitation services to address the full spectrum of employment needs of the Deaf community, a portion of the general community will not have the opportunity to reach their optimum employment potential.

#### POSITION

Establishment of a Comprehensive Vocational Rehabilitation Center (CVRC) for persons who are Deaf and hard of hearing is crucial to increasing the number deaf and hard of hearing person are placed into employment and improving the quality of life for the local Deaf and hard of hearing community. Two community meetings were conducted to obtain input regarding the development of a CVRC. Feedback from the community included many ideas beyond the scope of a CVRC. Due to the unique communication barriers that occur between the deaf, hard of hearing and the hearing communities, needs expressed expanded on issues beyond employment. The local Deaf community shared a previous attempt to establish a "one-stop" center for Deaf and hard of hearing individuals that would encompass and address the needs of the Deaf community to include both social and employment components. However, the scope of SCR 37, SD1 is on a vocational rehabilitation center. So to begin by narrowing the scope of services may be a more effective starting point with the offering the core services listed here.

At one meeting, information was provided about Vocational Rehabilitation Centers for Deaf people in Maryland, Virginia, and South Carolina. There are eleven (11) centers nationally providing services to adults who are Deaf and hard of hearing. Additional research is needed to



determine what services these centers offer and how they address the employment needs of the Deaf and hard of hearing population in their respective locations. Information shared about programs in Maryland, Virginia, and South Carolina covered services and staffing provided at these centers; however, no information was available on the cost to run a center, the numbers of people served, or the number of Deaf or hard of hearing people successfully placed in employment by each center. This type of administrative information is a necessary component to determine whether or not establishing a similar center in Hawaii would be feasible.

A CVRC, should include the following core services:

- A. Vocational Evaluation (job skills assessment); matching clients abilities, desires, and to determine career options.
- B. Personal Adjustment (training in life skills that will impact employment) in the following areas:

- Personal hygiene

- Handle money and budgeting (managing personal finances, paying the rent, using the bank, paying taxes, and other money issues) in order to live independently

- Bus training (to get to and from work, leisure time, and other personal activities)

- Use of leisure time and conflict resolution

- Sex Education

- Basic English, math, and communication skills

- Learn to shop and cook effectively

- Driver's education

- Learn of and training in use of assistive technology, which includes communication devices

- Learning how to use an interpreter

- Finding an apartment

- C. Work Adjustment (job search skills and training) covering the following areas:

- Establishing career goals and recognizing the steps to achieve those goals

- Job "tryouts," volunteering

- Developing a comprehensive resume

- How to search for a job

- Interview skills

- Job retention

- Asking for reasonable accommodations

- Developing communication skills to deal effectively with coworkers and supervisors

- Job advancement

- D. Assistive Technology

- Include training on using available technology, and incorporate a loan program to try devices to assist in decision-making prior to purchase of equipment.

- E. Advisory Board

- Partnership with the Deaf and hard of hearing community is necessary to establish a long-term commitment of support for the center, and to expand and include more services in the future.

These are core services that everyone needs to learn in order to find and maintain employment. People who are deaf or hard of hearing have different ways to communicate. Some of them may impact how some of these job skills are acquired. Establishing a CVRC staffed by personnel proficient in American Sign Language (both deaf and hearing) and familiar with Deaf culture will create an environment that is culturally sensitive to the unique needs of individuals who are deaf or hard of hearing. This environment will enable participants to achieve their maximum employment potential. Direct communication between the deaf participant and service provider promotes the development of a relationship and trust. The goal of vocational rehabilitation is to train people with disabilities (including people who are deaf or hard of hearing) in job skills and to place them into employment. For the individual, a job offers a feeling of fulfillment, self worth and value. For the community, it offers an individual to contributing to the community through service provided by their employment and taxes paid by the employee. Creating employment opportunities is a win-win situation for everyone.

### RECOMMENDATIONS

1. Conduct additional research on VR Centers for Deaf and Hard of Hearing individuals nationally to identify core services provided.
2. Create legislation for the establishment of a CVRC for Deaf and Hard of Hearing Individuals, and ensure that adequate funding is included to create an effective service delivery system. Numbers of successful rehabilitants must increase, and opportunities to secure livable wages are crucial to the full inclusion of and equal opportunity for Deaf and hare of hearing individuals.
3. Include Deaf-blind individuals in those served by a CVRC for Deaf and hard of hearing individuals.
4. Consider locating the CVRC close to Kapiolani Community College, as well as Hawaii Center for the Deaf and Blind. Clients and staff should be able to move easily between facilities to support each other.
5. Allow the CVRC to seek and retain grants and donations to sustain services provided by the center.
6. Network and collaborate with existing community programs to establish the CVRC.
7. Include Deaf and hard of hearing adults in staffing the center. Deaf adults are primary role models for the development of young adults who are Deaf or hard of hearing.

### CONCLUSION

Establishing a CVRC for Deaf and hard of hearing individuals is the first step to allow for the successful transition of Deaf and hard of hearing people from high school into higher education and employment. It will also assist to enculturate foreign nationals who are Deaf and hard of hearing who move to Hawaii and need to learn English as a second language. Receiving services from a center where communication and cultural awareness is available on a daily basis will address the specialized communication needs of Deaf and hard of hearing people and allow them to obtain and maintain employment and independence in the community.

### COMMUNITY PARTNERS

Deaf and Hard of Hearing Advisory Board  
Department of Human Services  
Department of Education  
Disability and Communication Access Board  
Early Intervention Section, Department of Health  
Hawaii School for the Deaf and the Blind  
Kapiolani Deaf Center  
Aloha State Association of the Deaf  
Hawaii Centers for Independent Living  
Hawaii Interpreting Services  
O.K.A.K.

# **Appendix G-1**

## **QUESTIONNAIRE**

### **Deaf and Hard of Hearing Vocational Rehabilitation**

#### **Facilities**

1. Does your state have a facility or facilities dedicated to providing vocational rehabilitation and related services to the deaf and hard of hearing?

Yes. The Robert G. Sanderson Community Center in Salt Lake City, and a satellite office in St. George, Utah under the Utah State Office of Rehabilitation (USOR) Division of Services for the Deaf and Hard of Hearing (DSDHH) has a broader purpose and a broad array of services related to supporting the well-being of Deaf and Hard of Hearing adults and their families. The Vocational Rehabilitation program for the Deaf/Hard of Hearing is operated out of the USOR Division of Rehabilitation Services (DRS) as part of the general VR program. Under this service, we have 5 counselors & caseloads dedicated to serving Deaf and hard of hearing statewide.

2. If the answer to #1 is "yes," was it purpose-built or converted from some other use?

It was purpose-built.

3. If your answer to #2 is "purpose-built," what were the costs of start-up, including land acquisition, design, construction, and equipment/furnishing?

- In 1990, 5.46 acres of land was acquired for this facility at the cost of \$60,000 per acre.
- The original building was finished in the fall of 1992.
- Total cost including equipment and furnishings for the 32,000 sq. ft. facility totaled \$3,559,100.
- The design was built according to needs expressed in an earlier feasibility study conducted by Deaf individuals.
- A new wing of offices, classrooms and a lecture hall was completed in 2001. This wing added 7,600 sq. feet of space at a total cost of \$1,282,015.
- Total square feet: 39,600 sq. ft.
- Total construction costs: \$4,841,115.
- The St. George office is housed in leased space measuring 4,962 sq. ft.

4. If the answer to #2 is "some other use," please identify, describe, and estimate the cost of converting the facility (e.g., acquisition, renovation, and equipment/furnishing).

5. Whether your state's facility is dedicated or mixed use, purpose-built or converted, what is the estimated annual cost of operation attributable to providing services to the deaf and hard of hearing at the facility?

The estimated annual cost is \$2.2 million. This includes the staff salaries and array of services statewide that support this population. This figure does not include the Vocational Rehabilitation counseling services for the Deaf and Hard of Hearing. Operation and maintenance of facility only is \$424,900 annually.

## **Personnel**

6. Does your state provide vocational rehabilitation services to the deaf and hard of hearing via personnel employed by the State, by contract with a service provider, or both?

Both. VR services are provided to the deaf & hard of hearing by state employed staff, as well as some services provided on a fee-for-service basis, as outlined by VR counselors and clients on their IPE's

7. If your answer to #6 was "employed by the State," are these personnel civil service employees?

They are state employees.

8. What is the salary range for vocational rehabilitation personnel?

\$20.50-\$28.39 plus benefits (VR Counselors)

9. What is the ratio of vocational rehabilitation personnel to the deaf and hard of hearing client population in your state?

Approx 1 : 160 (VR Counselors to registered clients)

10. Are vocational rehabilitation personnel serving the deaf and hard of hearing dedicated to serving this client population only or do they serve other client populations as well?

They are dedicated to serving this client population only

11. Are vocational rehabilitation personnel assigned to serve a particular portion of the deaf and hard of hearing client population (e.g., deaf - visual communicator, deaf - auditory communicator, etc.)?

No, they all serve all of the Deaf/Hard of Hearing population

12. Are vocational rehabilitation personnel assigned to serve the deaf client population required to be trained in deaf culture?

Yes.

13. Are vocational rehabilitation personnel serving the deaf or hard of hearing who are visual communicators required to be proficient in American Sign Language?

Yes.

14. If you have position descriptions for vocational rehabilitation personnel serving the deaf and hard of hearing in your state, please provide them or refer us to a source from which we may obtain them. (See attached)

## Services

15. What vocational rehabilitation services are provided to the deaf and hard of hearing in your state?

All the same cadre of potential services that are available to all other general VR clients are extended to this population, always based upon individual requirement for those services as outlined in the Federal eligibility criteria.

16. Does your state offer services to the business community (e.g., awareness/sensitivity training, use of assistive devices, etc.) to enhance the placement of the deaf and hard of hearing in meaningful employment? If yes, please describe.

We have a job development/ job placement specialist specifically for the Deaf and Hard of Hearing population. She is fluent in ASL and provides all the services listed above for employers.

17. What performance measures does your state use to assess the success of vocational rehabilitation services offered to the deaf and hard of hearing?

Same as all other VR populations i.e. earnings, hours worked, availability of health insurance and other benefits.

## **Legislation**

18. Please provide citations to your state's codified or uncoded law, including administrative rules, governing provision of vocational rehabilitation services to the deaf and hard of hearing, including program requirements, funding, and client rights and responsibilities.

As stated in #1 above, the VR services are provided by staff separate from the staff in the Division of Services for the Deaf and Hard of Hearing (See attached Org Chart)

UCA 53A-24-201 Division of Rehabilitation Services

UCA 53A-24-401 Division of Services to the Deaf and Hard of Hearing

## **Models**

19. Is there a particular state or states with legislation or programs that, in your view, set a standard to be emulated by other states? No, not that I know of.
20. Is the "Model State Plan for Vocational Rehabilitation Services to Persons who are Deaf, Deaf-Blind, Hard of Hearing, or Late Deafened" (5<sup>th</sup> ed., April 2008), one that a state agency can realistically or practically implement, in whole, in part, or in phases? Please prioritize those elements you consider most important.
21. Please describe the elements of legislation or programs for vocational rehabilitation of the deaf and hard of hearing that you regard as core or essential. Please prioritize those elements you consider most important.

## **Other**

22. Although we do not believe them to have been purposely excluded, Senate Concurrent Resolution No. 37 makes no mention of the deaf-blind. Is there anything you would add to your answers above, or answer differently, with respect to this client population (e.g., this population is served by those serve the blind, those who serve the deaf, or by dedicated deaf-blind service providers)?

We have a dedicated Deaf Blind Specialist.

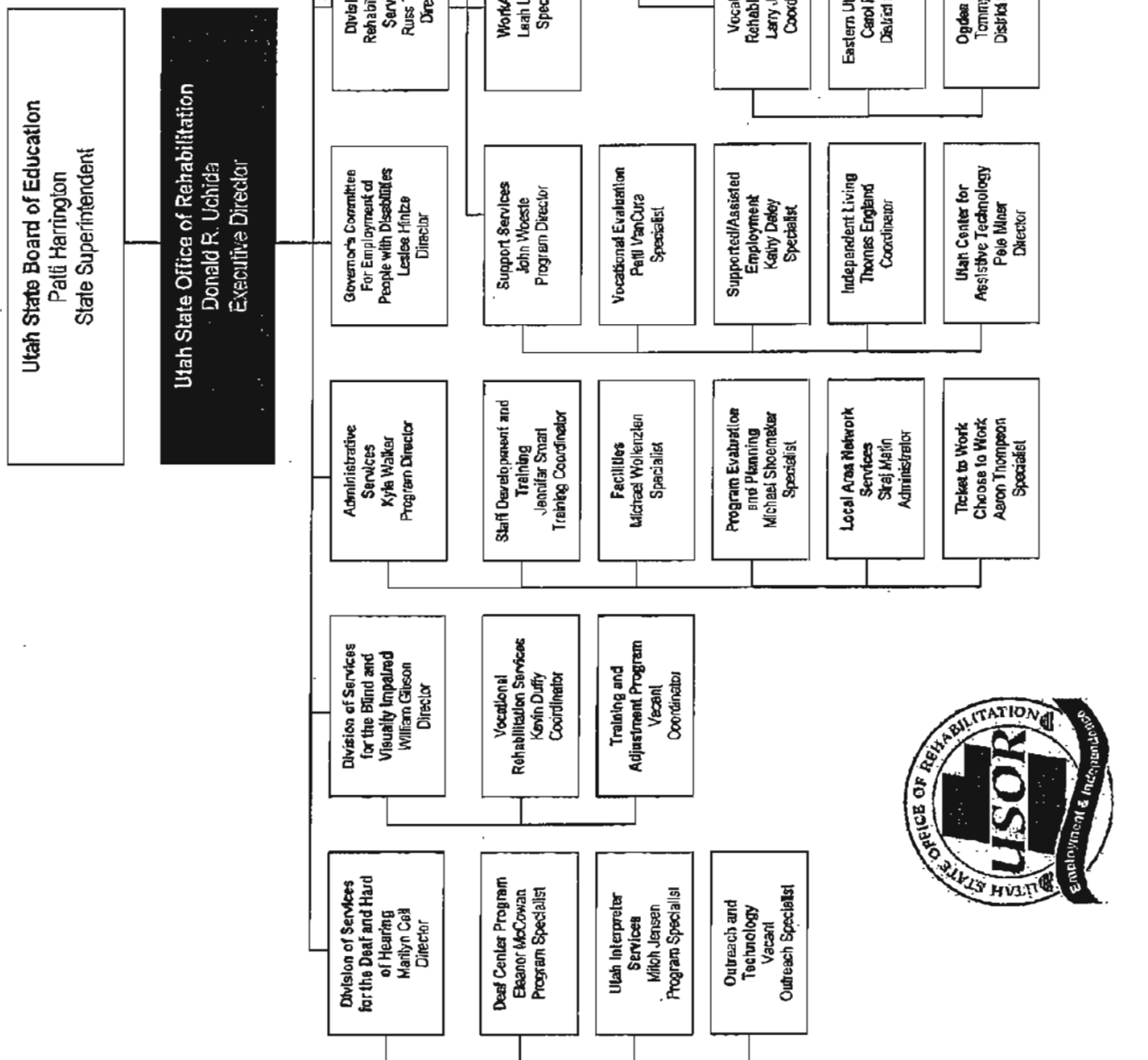
Please provide us with the name, telephone number, and e-mail address for the person we may contact if we need to follow-up on any of your responses. In order to complete our report in a timely fashion, **we request a response by August 28, 2008.** Enclosed please find a self-addressed stamped envelope to facilitate your response.

Thank you for your anticipated assistance in this effort. If you have any questions, please call (808) 587-0666 and ask for Ted Baker or Lance Ching, or e-mail them at [tbaker@capitol.hawaii.gov](mailto:tbaker@capitol.hawaii.gov) or [l.ching@capitol.hawaii.gov](mailto:l.ching@capitol.hawaii.gov), respectively.

**Source:**

Mr. Donald R. Uchida  
Utah State Office of Rehabilitation





## Appendix G-2

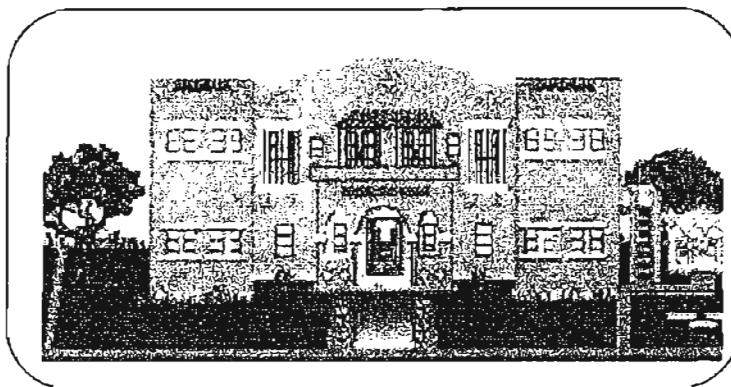


COMMONWEALTH OF PUERTO RICO  
DEPARTMENT OF LABOR AND HUMAN RESOURCES  
VOCATIONAL REHABILITATION ADMINISTRATION



*Dorcas Hernández Arroyo, MRC/CRC*  
*Administrator*

### Unidad de Evaluación y Ajuste Para Sordos



Box 924  
Guaynabo, Puerto Rico 00970

INTEGRATING INDIVIDUALS WITH DISABILITIES TO THE WORK FORCE AND TO A MORE INDEPENDENT LIFE!

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ASSESSMENT AND ADJUSTMENT OFFICE

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PO BOX 191118, San Juan, Puerto Rico 00919-1118

Phone: (787) 729-0160 \* Fax: (787) 727-5030

Approved by CEE-SA-08-2374

## Facilities

1. Does you state have a facility or facilities dedicated to providing vocational rehabilitation and related services to the deaf and hard of hearing?

Yes, in Guaynabo City. But we serve also deaf population in all Centers and Units belonging to the 6 Regions, covering the whole Island of Puerto Rico.

2. If the answer to #1 is "yes" was it purpose-built or converted from some other use?

In 1990 it was converted from some other use.

3. If you answer #2 is "purpose-built," what were the costs of start-up, including land acquisition, design, construction, and equipment/furnishing?

There was no land acquisition; there was no cost for the building because it belongs to the Government of Puerto Rico.

4. If the answer to #2 is "some other use," please identify, described and estimate the cost of converting the facility (e.g., acquisition, renovation, and equipment/furnishing?)

Cost of converting facility:

Name: Unidad de Evaluación y Ajuste para Sordos (UAAS)  
("Assessment and Adjustment Unit for the Deaf")

No acquisition cost

In 1990 It was remodeled and opened. Now it is in remodeling process again, with an estimated cost of \$2,000,000.00

It is a 2 stories Historic Building with 9 areas

- ☒ Administration
- ☒ Counseling and Orientation
  - Counseling
  - Psychological Services
  - Social Work
- ☒ Service Coordination
- ☒ Vocational Evaluation
- ☒ Occupational Therapy
- ☒ Remedial educational skills
- ☒ Interpreters for the deaf
- ☒ Audiological Services and Assistive Technology for the Deaf
- ☒ Work Stations (for assessment and adjustment)
  - Tapestry
  - Decoration and flower shop
  - We will add these services:
    - Mechanics

Gardening  
Cafeteria

It has 2 areas for storage in the basement

It needs:

- Toxic Removing
- Roof restoration and sealing
- Bathrooms remodeling
- New
- Ceilings and Floors
- Air Conditioning Systems (Not noisy)
- Floors and windows
- Elevator
- Conference room
- Breast feeding area was assigned (by law requirements)
- Lunch area
- Some walls need to be removed and construct new ones
- Modification of recreational area for S/C
- Construction of new parking area with separate parking areas for handicapped visitors
- Electrical plant in case of electrical failure
- Water tank reserve
- Garden area
- Other

Note:

All areas and facilities such as bathrooms, doors, elevator and others will be accessible to all handicapped people (deaf, blind, wheelchair users etc) following ADA specifications.

Fire alarms, smoke detectors and entrance alert ringers (bells) should be visual and auditory.

New Audiological audiometric booth with ramp	\$16,000.00
--	-------------

Audiological equipment cost approximately	\$25,000.00
---	-------------

Assistive devices (for evaluation)	\$ 8,000.00
------------------------------------	-------------

Other

We needed to pay engineers, architects and other professionals for the remodeling process.

5. Whether your state's facility is dedicated or mixed use, purpose-built or converted, what is the estimated annual cost of operational attributable to providing services to the deaf and hard of hearing at the facility?

The operational cost for the services provided in the Unit for the Deaf and Hard of Hearing Facility is not available because VRA does not separate the funds by units or facilities.

## Personnel

6. Does your state provide vocational rehabilitation services to the deaf and hard of hearing via personnel employed by the state, by contract with a service provider, or both?

Both, mostly are civil employees and some are service providers by contract.

For example: We have contract with 2 Private Interpreters Companies. When our interpreters have full programs and we need more services we have to pay the Association \$30.00 per hour. This service costs a lot because we try to cover the whole student's programs at universities and other institutions. We are establishing collaborative agreements so those institutions pay 50% for those services.

7. If your answer to #6 was "employed by the State," are these personnel civil service employees?

Yes, they are Civil service employees

8. What is the salary range for vocational rehabilitation personnel?

Basic salaries: Between \$ 1,300.00 and \$2,700.00. (Director earns more)  
(It depends on years of service)

9. What is the ratio of vocational rehabilitation personnel to the deaf and hard of hearing client population in your state?

We have 2 counselors for the D/HH in this Unit and each one has a case load between 80 and 150 S/C (mostly deaf/hard of hearing). Some of them receive services in this Unit and others go to vocational/technical trainings at community facilities, institutes, universities, etc

20 – 25 S/C come daily during the week for adjustment  
18 Personnel offer direct services.

Many other S/C assist to interviews, assessment processes, counseling, and other services different days of the week, so the amount is greater than 20.

Many deaf/hard of hearing S/C are served by counselors and other personnel in the 6 Regions of the island, not only in Guaynabo.]

We have 2 counselors for the D/HH and each one has a case load between 80 and 150 S/C (mostly deaf/hard of hearing)

Deaf/Hard of Hearing Consumers Closed Cases		
	Fiscal Year 2007	
	Status 28	Status 26
Deafness Primary visual communication	11	69
Deafness Primary auditory communication	3	13
Hard of Hearing Primary visual communication	1	31
Hard of Hearing Primary auditory communication	7	62
Other Auditory conditions	1	7
Deaf-blindness	0	0
Total	23	182
Percent %	3.19 %	7.03 %

Status 28 = Non rehabilitated  
 Status 26 = Successfully Rehabilitated

10. Are vocational rehabilitation personnel serving the deaf and hard of hearing dedicated to serving this client population only or do they serve other client populations as well?

At UAAS they serve mostly deaf and hard of hearing S/C - About 75%  
 At other facilities through the Island we serve mixed population.

11. Are vocational rehabilitation personnel assigned to serve a particular portion of the deaf and hard of hearing client population (e.g., deaf – visual communicator, deaf – auditory communicator, etc.)?

They serve deaf people (visual and auditory communication) deafened and deaf-blind. Consumers are informed about our facilities in the town of Guaynabo, that the staff is well trained in deafness area and then they can choose to be served here or in other VR facility. The S/C may have a counselor in any other town of the Island, depending where he/she lives, and can receive services in the Unit for the Deaf.

12. Are vocational rehabilitation personnel assigned to serve the deaf client population required to be trained in deaf culture?

Yes. We are training personnel that work in different facilities, in the Basic Sign Language Skills, deaf culture and others. VRA pays for sign language courses in different universities or Associations for the deaf and also offers in service trainings from skilled personnel

Our interpreters for the deaf are placed in different Regions so that they can serve D/HH S/C through the island.

13. Are vocational rehabilitation personnel serving the deaf of hearing who are visual communicators required to be proficient in American Sign Language?

Yes.

14. If you have position descriptions for vocational rehabilitation personnel serving the deaf and hard of hearing in your state, please provide them or refer us to a source from which we may obtain them.

Positions are not different for personnel serving D/HH S/C . When we interview professionals interested in working with this population we explore their educational background, attitudes, experience and courses taken in sign language and other related.

VRA opens positions depending upon needs. If a position is needed at Unit for the Deaf the interview is more specific.

## Services

15. What vocational rehabilitation services are provided to the deaf and hard of hearing in your state?

Staff

See table on next page.

Services	Offered By	Educational Level
Vocational Guidance & Career counseling	2 Licensed VR Counselor	Master in Rehabilitation Counseling
Service Coordination	1 Licensed VR Counselor	"
Social Work	1 Social Worker	BSW or MSW
Psychological Services	1 Psychologist (By contract)	PhD Psychology
Assessment and Adjustment Services	2 Teachers Work Stations in: Tapestry Decoration and flower shop	BA
Vocational Evaluation	1 Vocational Evaluator	Master In Voc. Evaluation
Support Services		
Sign Language Classes	1 Teacher	BA Education
Physical Restoration Audiological Services: Audiological evaluation Hearing Aids Evaluation Hearing Aids provision and Adjustment/programming  Assistive technology : Evaluation and provision of Alerting devices, ALD, telephones ant others.	1 Licensed Audiologist  <i>Note</i> *We have 2 more audiologists serving the rest of the Island	MS in Clinical Audiology
Occupational Therapy	1 Licensed Occupational Therapist	BS in Occupational Therapy
Interpreting Sign to voice Voice to sign Oral Interpreting Hand on Hand	Interpreters for the deaf  At the UAAS we have 1 supervisor and 4 interpreters  <i>Note:</i> We have another supervisor and 8 more interpreters distributed through the whole Island.  When these services are not available we have to pay for private services in Guaynabo and the whole Island. Mostly they go to unlversities and institutes.	From high school to bachelor degree
- Tutor - Note taker Other (depending upon needs)	These services are offered to S/C in studies or training if needed. We don't have this personnel in our staff. Usually universities provide them.	
Support Employees:		
Counselor's Assistants	2	BA
Directors assistant	1	BA
Driver	1	N/A
Secretaries	2	Office courses
Janitors	2	N/A



Our S/C may receive in other facilities those services not offered in UAAS.  
In those cases we coordinate interpreting services.

They can receive:

- Occupational tools and equipment when apply
- Transportation for better access to our facilities,
- Job placement into suitable employment
- Economic Aid to cover: additional expenses:
- Maintenance for transportation, lunch, etc.
- Books
- Uniforms
- Other

The can receive services in:

- Other VR facilities (assessment and adjustment)
- The community – Public or private

16. Does your state services to the business community (e.g., awareness/sensitivity training use of assistive devices, etc.) to enhance the placement of the deaf and hard of hearing in meaningful employment? If yes, please describe.

Yes. At Central Office we have an Area dedicated to Employment Support and Employment Modalities  
Employers receive orientation related to:  
Access to Communication.  
TTYs or IP Relay through Internet,  
Awareness/sensitivity to deaf culture, assistive technology, manual communication, use of interpreters, etc.

17. What performance measures does your state use to assess the success of vocational rehabilitation services offered to the deaf and hard of hearing?

Performance measures used:

- Case discussions
- Monthly Reports from each professional offering their services to D/HH
- S/C
- The most important is when the consumer is successfully working effectively and the case is closed. It is considered rehabilitated.

## Legislation

18. Please provide citations to your state's codified or uncoded law, including administrative rules, governing provision of vocational rehabilitation services to the deaf and hard of hearing, including program requirements, funding and client rights and responsibilities.

### National Laws:

ADA, IDEA , Rehabilitation Act, Federal Register

### Local Laws:

Ley 136 - Intérpretes para personas con Impedimentos auditivos (August 13, 1996) All government agencies should provide interpreters for the deaf.

Ley 51 – Ley de Servicios Educativos Integrales para Personas con Impedimentos (June 7, 1996)

Ley 51 - Fila Expreso a Imp. y mayores de 60 (2001)

Ley 354 – Turnos Prioridad (gob.) (Sept 2, 2000)

Ley 81 - Ley de Igualdad de Personas con Impedimentos (Área Laboral) (July 27, 1996)

264 Asistencia Tecnológica

402 Garantía de Equipos

Ley 81 - Ley de Igualdad de Personas con Impedimentos (Área Laboral) (July 27, 1996)

## Models

19. Is there a particular state or states with legislation of programs that, in your view, set a standard to be emulated by other states?

Florida, Florida School for the Deaf and the Blind in Saint Agustin

20. Is the "Model State Plan for Vocational Rehabilitation Services to Persons who are Deaf, Deaf-Blind, Hard of Hearing, or Late Deafened" ( 5<sup>th</sup> ed., April 2008), one that a state agency can realistically or practically implement, in whole, in part, or in phases? Please prioritize those elements you consider most important.

The Model State Plan is general for all solicitant/consumers. We are not required to do a Plan for specific conditions. The different necessities of this population are considered in the General Plan.

21. Please describe the elements of legislation or programs for vocational rehabilitation of the deaf and hard of hearing that you regard as core or essential. Please prioritize those elements you consider most important.

National Laws : ADA, IDEA, Rehabilitation Act, Federal Register  
State Laws: Law 136 (1996) – All government agencies should provide interpreters for the deaf.

### Other

22. Although we do not believe them to have been purposely excluded, Senate Concurrent Resolution No. 37 makes no mention of the deaf-blind. Is there anything you would add to your answers above, or answer differently, with respect to this client population (e.g., this population is served by those who serve the blind, those who serve the deaf, or by dedicated deaf-blind service providers)?

When we have deaf-blind consumers in our facilities we include our interpreters in all the service process to guaranty good services. We make reunions for case discussions, recommendations, follow ups etc. with our staff and also VR personnel from other facility dedicated to blind population, so we can assure the best of the services. Deaf-blind S/C can receive services in different facilities to serve their needs or the staff can move to the facility where the deaf-blind S/C is receiving most of the services.

### Note:

We receive technical assistance from New York and Tennessee VR Offices

For further information you can contact with Mrs. Ileana Freytes, Auxiliaries Services Specialist, phone 787-729-0160 extension 7254 or 787-268-3735 e mail: [IleanaFreytes@vrpr.gov.com](mailto:IleanaFreytes@vrpr.gov.com), [Ileanafreytes@hotmail.com](mailto:Ileanafreytes@hotmail.com).

## Appendix G-3

1. Minnesota has both a General Federal/State Vocational Rehabilitation (VR) program and a Blind Federal/State Vocational Rehabilitation program. The general program serves all consumers with disabilities (including those with hearing loss) except people with vision loss or those classified as deafblind; the latter are served by the blind VR program.

In Minnesota there are approximately 50 large, CARF-accredited Community Rehabilitation Programs (CRPs). VR staff routinely make referral of VR customers to CRPs for services, including vocational assessment, work adjustment training, skill training, on the job training, job placement and job coaching.

Minnesota no longer has a comprehensive service center providing vocational rehabilitation related services to people who are deaf or hard of hearing. Minnesota did have such a comprehensive facility back in the 1980's. It was an excellent program and served many consumers over the years, particularly those now commonly described as "Low Functioning Deaf". It had a sophisticated on-site evaluation center and could provide on-site skill training in several areas including food service, clerical and janitorial. Unfortunately, priorities and funding availability changed over time, and the center closed.

In 1993 a much smaller program was put together through a partnership of three local community agencies and funded by the VR program. This program - the Minnesota Employment Center for People Who Are Deaf or Hard of Hearing (MEC) - continues in operation today. MEC employs staff qualified in working with people who are deaf and hard of hearing. It specializes in services such as job placement, job coaching, work-readiness, interviewing skills, resume writing and assistance with completing job applications. MEC is less industrial, and more heavily site-dependent than the older program; services are more often than not delivered in the community, or on an actual job site;

2. MEC was purpose-built, and was funded with a VR Innovation and Expansion grant; the original collaboration also included a Projects With Industries (PWI) program and two CRPs, one of which provided program staff offices & supervision, and one of which served as fiscal agent;

3. Initial funding was \$85,000, with \$23,005 program match;

4. N.A.;

5. Current annual operating expenses include \$120,000.00 VR-funded, with \$32,478.00 program match and \$325,000.00 for Extended Employment programming;

6. Both;

7. Yes, MN VR's personnel are state employees & civil servants;

8. Counselor salaries range from  
\$36,665 - \$53,265 - Rehabilitation Counselor Senior  
\$40,361 - \$59,195 - Rehabilitation Counselor Career

also,

VR Placement Coordinator (1 assigned specifically to work with persons who are DHH)  
\$35,433 - \$51,386

and

Sign Language Interpreter Specialist (2 on staff)  
\$37,793 - \$55,102

and

Rehabilitation Program Specialist 3 (State Coordinator)  
\$47,857 - \$70,971

9. 19 staff (15 counselors, 1 placement coordinator, 2 interpreters, 1 rehabilitation program specialist), serve approximately 1,000 persons with hearing loss per year; this represents 5% of the total number VR serves; state population estimates show approximately 320,000 persons of working age (16 – 64) who are deaf or hard of hearing;

10. Of the 15 counselor caseloads, one is Deaf-only, the others are mixed, with varying caseload composition of Deaf with Hard of Hearing, Hard of Hearing only, and mixed DHH with general;

11. Only the one counselor described above as "Deaf-only" serves only consumers who sign;

12. Yes;

13. Yes; our best practices guidelines benchmark the Sign Communication Proficiency Interview (SCPI) at the level of Intermediate-Plus, or better;

14. For position descriptions, contact our human resources office - Diane Worms, Personnel Officer, Principal,  
651-259-7106 [diane.worms@state.mn.us](mailto:diane.worms@state.mn.us)

15. We provide the full range of VR services; to view, click on

<http://www.deed.state.mn.us/rehab/vr/services.htm>

16. Yes, staff provide orientation to deafness for employers and coworkers; sign language interpreting and job coaching supports are also critical to success (typically these are agency-funded thru the first 90 days of employment, with training and advocacy for employers to budget, secure and fund beyond), as are appropriate matching of assistive technologies in the workplace;

17. We track annual outcomes, and - in collaboration with our state Commission of Deaf, DeafBlind and Hard of Hearing Minnesotans - are currently engaged in a large-scale assessment, with help of invited Key Informants; consumer satisfaction is measured and reported annually by our State Rehabilitation Council,

<http://www.deed.state.mn.us/rehab/councils/src/2007ar.pdf>

18. Find out governing legislation at

<https://www.revisor.leg.state.mn.us/statutes/?id=268A>

Minnesota also has collegial support in the Department of Human Services, Deaf and Hard of Hearing Services Division, which was established by legislation (known then as the Hearing Impaired Services Act) in 1980,

<https://www.revisor.leg.state.mn.us/statutes/?id=256C.26>

and a newer, interdepartmental management team known as the Quad-Agency Management Team established to

address the developmental, social, educational, and occupational needs of deaf, deaf-blind, and hard-of-hearing persons through a statewide network of collaborative services and by coordinating the promulgation of public policies, regulations, legislation, and programs affecting deaf, deaf-blind, and hard-of-hearing persons

<https://www.revisor.leg.state.mn.us/laws/?doctype=Chapter&year=2004&type=0&id=206>

19. California, Kentucky & Georgia VR agencies; check also "Michigan Works" ([www.lcmw.org](http://www.lcmw.org));

20. Yes! The text as a whole is a great resource, with significant expansions and upgrades since the 1990 - 4th edition; see particularly chapters 3 (Personnel Development and Standards), 6 (Technology and Accommodations) and 9 (Future Directions) for very pertinent, guiding information as you establish your program and services;

21. Refer to comments in #20 above; critical view should be taken to recognize the wide range of individual needs, and to plan accordingly in staffing - with priorities on communication skills, school-to-work transition, and leadership level collaboration with community partners;

22. The 5th edition, Model State Plan has DeafBlind woven into each of chapters 1 (People with Hearing Loss) 3 (Personnel Development and Standards), 5 (Communication), 6 (Technology and Accommodations) and 8 (Independent Living Skills); note that Minnesota has a separate Blind agency, our State Services for the Blind

<http://www.mnssb.org/>

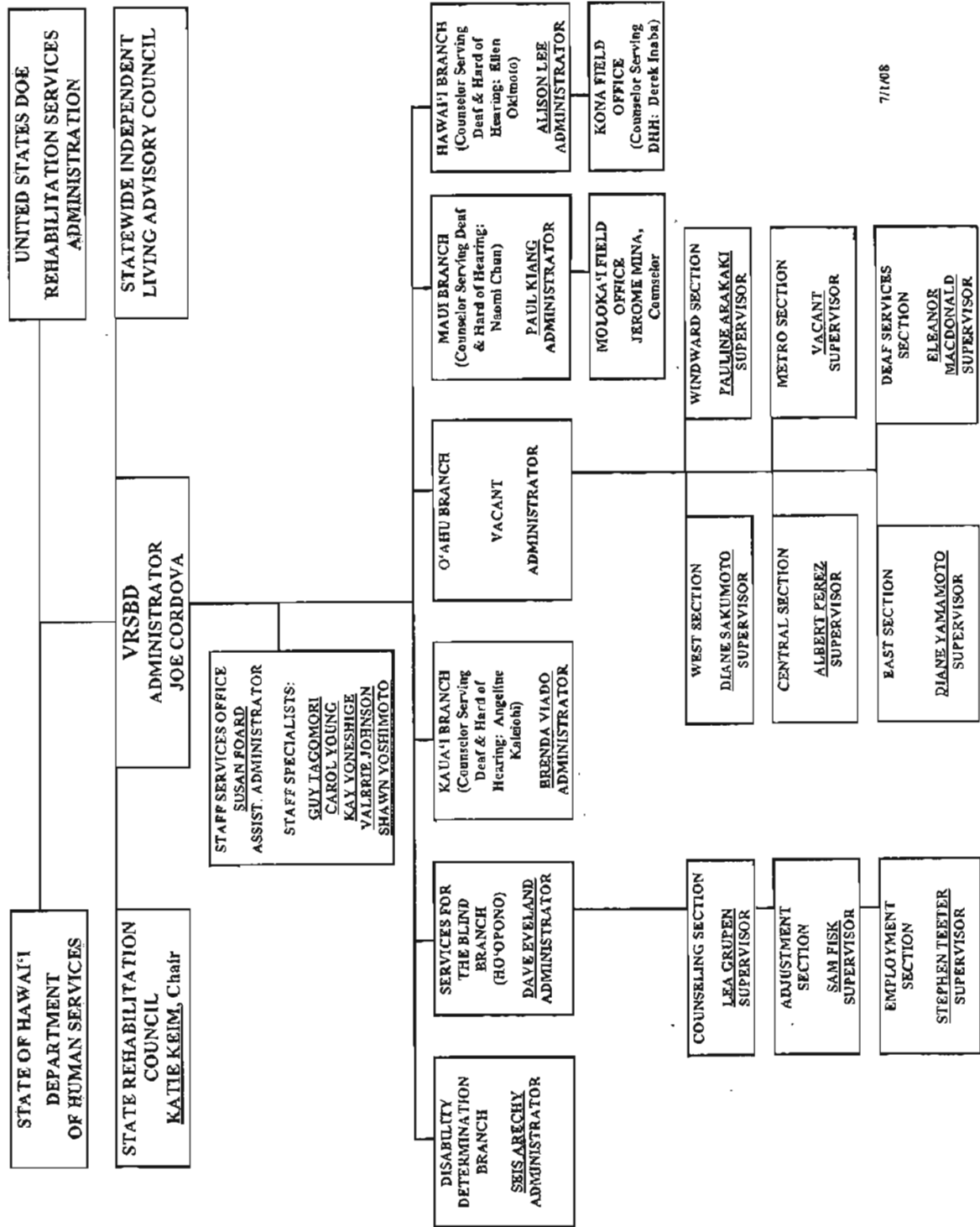
as well as a state commission

[www.mnmcdhh.org](http://www.mnmcdhh.org)

whose governor-appointed representatives include individuals who are DeafBlind; finally, Hard of Hearing and Late-Deafened adults each will want to be represented & included in your efforts.

# Appendix H

## ORGANIZATIONAL CHART FOR VOCATIONAL REHABILITATION AND SERVICES FOR THE BLIND DIVISION





## Appendix I

S.B. NO.

**Report Title:**

Vocational Rehabilitation; Deaf and Hard of Hearing

**Description:**

Requires the department of human services to conduct an in-depth review of the organization of the vocational rehabilitation and services to the blind division to develop a comprehensive plan to restructure services to the deaf and hard of hearing through a comprehensive service center.

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## A BILL FOR AN ACT

RELATING TO VOCATIONAL REHABILITATION.

BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF HAWAII:

1       SECTION 1. The department of human services shall conduct  
2 an in-depth review of the organization of the vocational  
3 rehabilitation and services to the blind division to develop a  
4 strategic plan to provide services to the deaf and hard of  
5 hearing through a comprehensive service center similar to the  
6 division's existing Ho'opono program for the blind and visually  
7 impaired.

8       SECTION 2. (a) In conducting the review required by  
9 section 1, the department of human services shall assess  
10 existing statewide services to the deaf and hard of hearing  
11 through:

12       (1) An analysis of current counselor staff assignments,  
13       analysis of staff and office accessibility, individual  
14       in-depth analysis of randomly selected case files,  
15       review of administrative and casework policy to  
16       determine compliance with legal requirements, and  
17       review of all current and potential sources of  
18       funding;

## S.B. NO.

1           (2) Staff interviews to gain their perception of what is  
2           working and what needs modification; and

3           (3) Input, including focus groups, from consumers in  
4           different categories of hearing loss and from other  
5           stakeholders including the Deaf and Hard of Hearing  
6           Advisory Board, the disabilities and communication  
7           access board, the Hawaii Center for the Deaf and  
8           Blind, and the Kapiolani Deaf Center.

9           (b) The department of human services shall use the  
10          assessment conducted pursuant to subsection (a) to develop a  
11          strategic plan to establish a comprehensive service center for  
12          vocational rehabilitation services to the deaf and hard of  
13          hearing including:

14               (1) Philosophy, purpose, and goals of the center;

15               (2) Identification and integration of services to be  
16               provided at the center;

17               (3) Location, facilities, and equipment necessary to make  
18               the center accessible;

19               (4) Qualification, recruitment, training, and retention of  
20               the personnel necessary to provide services at the  
21               center;

# S.B. NO.

(5) Restructuring operations, partnering with contractors, and entering interagency agreements to eliminate any duplication of services and maximizing available state, federal, and grant funding; and

(6) Provisions to ensure that the plan is effectively communicated to all stakeholders and its implementation monitored, including progress reports.

(c) The department of human services shall consult, through existing peer-to-peer relationships, with recognized authorities in the provision of vocational rehabilitation services to the deaf and hard of hearing in preparing the assessment and developing the strategic plan required by this section.

SECTION 3. The department of human services shall prepare a report to be submitted to the legislature no later than twenty days prior to the convening of the Regular Session of 2010 that presents the results of the review and strategic plan required by this Act.

SECTION 4. This Act shall take effect upon its approval.

INTRODUCED BY: \_\_\_\_\_