

Date: 5/27/2025

Pina S. Lemusu

Employer: Division of Vocational Rehabilitation (DVR)

Address: 707 Richards St. #500; Honolulu, HI. 96813

Name & Title of Supervisor: Lea Dias, VRA

My Title: Oahu Branch Administrator (OBA)

Date: December 14, 2024 – Current

Oversee 4 sections within the branch. I manage the budget, generate reports and oversee the day-to-day operations of the branch. Please see below for more of my duties and responsibilities.

Employer: Division of Vocational Rehabilitation (DVR)

Address: 707 Richards St. #500; Honolulu, HI. 96813

Name & Title of Supervisor: Lea Dias, VRA

My Title: VRS V/Section supervisor/OBA, TA

Date: Nov. 14, 2023 – Current

Duties and Responsibilities:

Prior to the full time Temporary Assignment (TA), I have stepped in the position often when asked since I became a supervisor in 2011. A lot has changed over the years, but one thing that never changed is my love, passion, and compassion for this job. I still remembered the first day I started and the excitement I felt. I can honestly say that I feel the same way, which I believed has helped me in all my years at DVR. My passion reminds me of who I am and why I'm here. My unwavering commitment keeps me grounded and focused on the Vision and Mission of our agency.

Transitioning to TA for 1 day, two days, a week or full time has been smooth due to the years of learning and experiences obtained along the way. I have not taken on a full time TA until now and I'm grateful for the opportunity. The TA opportunity enabled us to complete two longstanding projects for Oahu Branch (OB): **Relocation and Reorganization.**

Reorganization:

Oahu Branch was regrouped into four (4) sections since 2010. This was due to both staff shortages as a result of the Reduction in Force of 2009, and the Statewide VR Administration's decision to relocate from Kapolei office to Honolulu. The staff support office, along with VR Administrator (VRA) and VR Assistant Administrator (VRAA), vacated their office in the Kapolei State Building, but decided to maintain it for future use. The task to maintain it was delegated to OB and, therefore; "volunteers" were reassigned starting with OB Administrator (OBA) and his secretary; East Section supervisor and her secretary, three (3) Vocational Rehabilitation Specialist (VRS) and four (4) VRS vacant positions. East Section was formed, and they are responsible for serving the Central and Leeward side of the island. The staff

remaining at Kapiolani office formed the West Section serving the East and West Honolulu side of the island, Transition Section served all high school students referred to DVR for services and Deaf Services Sections continue to focus on Deaf/Deaf-Blind/Deaf and Hard of Hearing participants. The movement of staff, and the shortage of staff, resulted in the formation of four (4) Sections and since then, OB has operated with four (4) Sections for at least thirteen (13) years. OB's organizational and workflow structures no longer represent its current reporting structure and; therefore, needed to be restructured.

In January 2023, our former OBA started the process, but when she TA for SSO, I stepped in to TA and took on this project, and with the help of my colleagues, SSO staff and Budget Panning Management Office (BPMO), we were able to officially reorg by August 2023. This project took a lot of persistence, coordination, communication, and teamwork.

Relocation:

After our lease at 1-Kapiolani was expired in 2018, OB needed to relocate. Several attempts were made to secure a building, but we kept hitting roadblocks. Finally, around the same time we started moving on the reorg, we started looking at what steps we needed to complete this project as well. Fortunately, at that time, we had the budget specialist from SSO developed a budget plan for prior approval, while at the same time, our team were working with DAGs on identifying potential locations. We found one that fit all the specs from DAGS, and we decided to sign the lease for it. Just to make a long story short, there were so many moving parts that we were so grateful to all the different DHS offices and SSO and especially Lea who fully supported us in our endeavor.

At OB, I oversee 4 sections (43 employees when fully staffed) and a total of 2,574 clients under the four sections. I continue to monitor the branch's budget and monthly reports generated at the beginning of each month. I attend the monthly Core Partner's meeting, the American Job Center meetings, Deaf and Hard of Hearing Access Board (DHHAB) quarterly meetings, Workforce Development Council meetings, Statewide Transition quarterly meeting and high school meetings with Hawaii School for the Deaf and Blind (HSDB) principal and his transition coordinator. As of this year, I started a partnership with the Community Outreach Court and the Adult Client Services Branch of the Judiciary and the Department of Health (DOH) State hospital offering suggestions and recommendations on workplace readiness training as they prepare their clients/patients for vocational training. I attend VR's leadership meeting every other Thursday each month and I monitor all Pre-Employment Transition Services contracts, even though it's being managed by my supervisors. I have sat in the evaluation of different contract proposals.

OB received at least 4 fair hearing requests, and I was able to mediate the issues, and the clients/guardians were satisfied with the outcome, and they decided to cancel. I continued to meet with my supervisors to ensure that we follow through with the recent training by Dr. Compton on service delivery. I also have staff meetings to remind staff of information passed down from SSO.

Employer: Division of Vocational Rehabilitation (DVR)

Address: 707 Richards St. #500; Honolulu, HI. 96813

Name & Title of Supervisor: Lea Dias, VRA

My Title: VRS V/Section supervisor

Date: July 2011 – Current

Duties and Responsibilities:

Planning and Organizing:

Establish annual performance goals and objectives for the section based on past performance and service needs, work priorities, and work deadlines, interagency working agreements and relationships. Identify annual financial and other operational needs and prepare the necessary expenditure plans for meeting those needs based on previous years' experience and in consideration of case service costs, office space, equipment and supplies, staffing needs including staff development, and training and travel costs. Identify the vocational rehabilitation services needs of eligible individuals with disabilities as identified by the counseling staff and through interactions with students and adults and prepare annual written Individualized Plan for Employment (IPE) to address those needs through case services and referral, case assignment, caseload distribution and caseload management activities.

Planning, organizing, and critical thinking is significant in ensuring that the goals and objectives of the section are being met. Planning and organizing helps me to focus and stay on track. It also prevents unnecessary stress and rush jobs that potentially lead to undesirable results.

Coordinating, Directing and Evaluating:

Direct, monitor and evaluate progress of staff in meeting performance goals and objectives on a monthly basis, taking necessary actions to ensure attainment of goals and objectives and to resolve any problems that may arise. I'm very hands on and I coordinate, direct and evaluate by demonstration. I find this approach helpful for both journey and trainee level staff. A lot has changed since the passage of the Workforce Innovation and Opportunity Act (WIOA) in July 2014 and without demonstrating what it's being conveyed, staff could easily get lost.

Monitor and evaluate expenditures and encumbrances on a monthly basis to ensure financial resources are adequate to meet operational needs and to take necessary actions to resolve any problems that may arise. This is a huge part of my job and it's also part of my planning process. I prepare my section's budget in advanced in anticipation of the new Federal Fiscal Year (FFY) allotment. In the past, supervisor forecast the annual amount and submit it to the Branch Administrator (BA). However, since the implementation of the AWARE case management/financial system, supervisors are required to forecast and provide details on the designation/obligation of the budget for case service (Potentially Eligible & Vocational

Rehabilitation case types) as well as administrative. The annual budget is also broken down by quarter. Despite the planning and forecasting, there's always a possibility of running low on funds and, therefore; I spent between 1st - 5th of each month to review and evaluate my budget by focusing on Purchase Orders (POs) authorized/closed, authorized/paid, authorized/not paid and drafts. By understanding and knowing how this process works helps me to monitor my budget and planning for request if additional funds are needed.

Monitor and evaluate working relationships of the section with other departments/agencies, including community agencies, public and private agencies, employers, advocate groups, etc., at least quarterly, to ensure program effectiveness. For example, each school year, I continue to work with the Department of Education to facilitate and coordinate referrals, and services for Transition Age Youths (TAYs)/young adults in high schools under the Individuals with Disabilities Education Act (IDEA), Rehabilitation Act of 1973, as amended, the Workforce Investment Act of 1998 and the Americans with Disabilities Act.

With the blessings of former Vocational Rehabilitation Administrators (VRAs) and Vocational Rehabilitation Assistant Administrators (VRAAs), I was able to work with other department heads to discuss partnership and leveraging resources to avoid duplication of services. I was instrumental in the implementation of the FIRST Project SEARCH high school to work transition program in Hawaii in 2017. It was a long process, but after three long years of getting buy-in and agreements settled, we had our first cohort of 7 students from Kalani high school. These students reported to The Rehabilitation Hospital of the Pacific, which was the host site or employer for their one school year internship. Shortly after the one-year internship, at least 6 students were employed in employment of their choosing. Currently, we have two additional host sites with more to come.

I also partnered with Developmental Disability Division (DDD) former director and Department of Education (DOE) representative and University of Hawaii, Center on Disability Study (UH-CDS) director to bring these three departments to discuss how we can collaborate and disseminate information and resources to the clients/representatives and public. It started with Oahu County only and to date, the partnership not only grew bigger, but have expanded to Neighbor Islands as well. These meetings are scheduled quarterly and are well attended.

From 2007 – 2019, my section, which consists of six Vocational Rehabilitation Specialists (VRSs) covered 22 public schools on Oahu Island including students referred from Charter and Private schools. I attended parent forum nights at high schools; parent support groups; Children's Community Council (CCC) groups; Special Parent Information Network (SPIN) transition fairs; transition fairs hosted by the Association for Retarded Citizens (ARC) to talk about VR services. In 2010, I joined the Honolulu Chamber of Commerce transition committee

and had the opportunity to network with members who are managers of private businesses to promote employment opportunities for TAYs. I also attended several Waikiki Rotary Club meetings for the same purpose. With information and supports from these partnerships, the implementation of Youth Employment for the Summer (YES) was birthed in 2008. The students were given the opportunity to participate in summer paid work experiences through the Community Rehabilitation Provider (CRP). In 2012, YES was replaced by JUMPSTART in a much larger scale, and it also involve additional steps to help transition students from high school to adult lives. JUMPSTART is now implemented in several high school with a maximum of 12 student participation.

I monitor and evaluate case assignments and caseload distribution practices at least quarterly to ensure adequate delivery of services to the service areas. The passage of WIOA on July 2014 brough additional requirements to the VR program. It requires data capturing under an additional case type, Potentially Eligible (PE). Monthly monitoring becomes significant to ensure compliance and data capturing for reports to the Rehabilitation Service Administration (RSA). Therefore, my monthly report also includes case assignment and distribution, and I have section meeting each month to provide updates.

Supervising:

I provide and arrange for orientation and training of new employees and practicum students, as assigned, and existing employees, as needed, to ensure understanding of and ability to carry out the duties and responsibilities of their positions. Establish performance goals and objectives for each employee for the year and monitor and evaluate their performance to ensure goals and objectives are met and to assist in resolving problems that arise through employee-supervisor one-on-one monthly meetings, staff meetings with all employees, job performance appraisals, individual reviews of work, and reviews of caseload statistical data. Assign work to staff in accordance with individual abilities, agency expectations, and other conditions to ensure smooth workflow.

Provide direction and supervision to assure conformance with established rules, policies, procedures, and standards utilizing individual and group evaluation, counseling, and training techniques as appropriate. Review and approve the work of employee trainees and practicum students to the extent required to ensure services are performed in conformance with rules, policies, procedures and standards.

Initiate and/or carry out personnel actions affecting employees including compliance with collective bargaining agreements and state and departmental personnel rules, policies and procedures, scheduling and approval of leaves of absence, and disciplinary and employee termination actions as necessary.

Other Duties and Responsibilities:

Interview and recommend applicants to fill vacant positions in accordance with state and departmental personnel rules, policies and procedures. Seek and utilize assistance from the branch administrator, as needed, to meet job expectations and staff development needs.

I was selected as a Team Leader to head the adaptation team for the implementation of Hawai'i DVR AKAMAI – AWARE Automated Case Management System (ACMS). The selection of team leader was based on supervisors in good standing, meaning their section are on par with the expectations and performance as expected. What was expected to complete in nine months was completed in six months. It took our team a tremendous amount of focus, effort and teamwork to complete such tasks in a short amount of time.

From this experience, I have a wealth of knowledge in navigating the system, creating layouts and generating almost all types of reports needed to complete my monthly reports. Additionally, I have a good sense of monitoring the budget and generating budget reports to accurately reflect what's in Financial Accounting and Management Information System (FAMIS). At my branch, I assist my supervisor with financial related reports and inquiries. Especially when AWARE and FAMIS do not interface.

I'm also part of the DVR team working involved in addressing and providing TAC team working.

Employer: Division of Vocational Rehabilitation (DVR)

Address: 600 Kapiolani Blvd. #301, Honolulu, HI. 96813

Name & Title of Supervisor: Albert Perez – Oahu Branch Administrator (OBA)

My Title: VRS III

Date: May 2007 – Jul 2011

As a Counselor I assist participants in preparing for, securing and maintaining employment. I attend Individualized Education Program (IEP) meetings to talk about VR services, coordinate potential referrals with transition coordinators, scheduled intake interview appointments, conduct assessment to determine VR needs; discuss and assist in development of Individualized Plan for Employments (IPEs); plan, coordinate and facilitate referrals for vocational training and provide one-and-one counseling and guidance to address issues and concerns as well as follow up services after job placements. I arrange and schedule tours of training sites for parents/guardians/legal guardians. I attend participant's orientations prior to training. Often times, I meet with CRP employment specialists to monitor progress over time once training starts. There are times when parents feel that DOH services are more appropriate than VR and vice versa, I therefore arrange and schedule meetings with DOH case managers, parents and

participants, employment specialists, site supervisors and myself to discuss/plan the next course of actions. I performed these duties in addition to my TA roles and responsibilities listed below.

Employer: Division of Vocational Rehabilitation (DVR)

Address: 600 Kapiolani Blvd. #301, Honolulu, HI. 96813

Name & Title of Supervisor: Albert Perez – Oahu Branch Administrator (OBA)

My Title: TA

Date: Apr 2010 – Jul 2011

I established goals and objectives for the section and formulate a plan of action. I planned and organized section meetings twice a month to assess/evaluate progress and discuss strategies to accomplish individual/section goals and expectations. I monitor/evaluate work performances monthly through one-on-one meetings with staffs. At the end of each quarter a comprehensive report on section activities is submitted to the Branch Administrator. I attend supervisor's meetings, agency's management meetings and annual case reviews.

I plan, organize, collaborate and foster good working relationships and partnerships with other state departments/agencies, advocacy group, nonprofit and for-profit organizations. I was featured on Oleole television program as part of DVR's community outreach talking about vocational rehabilitation (VR) services. I was invited to speak at the Children's Community Council (CCC), Autism Parent Support Group, Special Parent Information Network (SPIN), Pacific Alliance Project, Parent Forum night at various high school, etc. These collaborations led to implementation of vocational training projects, which benefitted students/graduates by gaining paid/unpaid work experiences. One of these projects is Youth Employment for the Summer (YES). YES, has been successful over the years and students/graduates became permanent hire at their work sites at the end of six weeks.

I prepared, monitor and evaluate the section's annual operating budget of \$400,000 monthly to ensure adequate finances to procure services. One of the significances of partnering with other agencies/department/organization is sharing resources without duplication of services. For example, clients receiving services from the Department of Health (DOH); case managers from DOH and my counselors meet with clients to discuss service procurement. Some services that we would usually provide, DOH is able to procure as part of the client's Individualized Service Plan (ISP).

I supervise one Vocational Rehabilitation Specialist (VRS) IV, one VRS III, two VRS II, one Office Assistant and one Secretary. The secretary and office assistant provide support services for me and counselors. As a TA supervisor I discuss annual performance goals and objectives with each staff. I monitor/evaluate goal expectations and discuss them during one-on-one monthly meetings. I provide support through encouragement and motivation, direction, guidance and problem-solving approach by inviting counselors to sit meeting with challenging cases I handle. We discuss their Vocational Rehabilitation Information and Statistical System (VRISS) printouts, caseload movements, issues and concerns on any case. I provide timely feedback on my on-going evaluation/assessment of their work.

I conducted case reviews (six cases from each VRS) and met thereafter to discuss results. I congratulated them on areas of strengths and discussed improvement plans to strengthen areas of weaknesses. Counselors are encouraged to understand and adhere to policies and procedures as well as state procurement for service delivery. Through case reviews and one-on-one meetings, I'm able to evaluate, monitor and provide directions to assure compliance to established rules, policies and procedures. I assigned cases to each staff based on the agency's procedures, counselor's status (VRS level) and complexity. At the end of the state fiscal year, I meet with staffs to discuss performance appraisal system (PAS).

I schedule and approve leave of absences. I handle personnel actions affecting employees in accordance to the agency's procedures and the collective bargaining agreements. I plan and discuss disciplinary and termination actions with affecting employee(s) when it's necessary. I also consult with the Branch Administrator and Personnel Office on personnel matters if needed.

Employer: DVR

Address: 600 Kapiolani Blvd. #302, Honolulu, HI. 96813

Name & Title of Supervisor: Albert Perez – Oahu Branch Administrator (OBA)

My Title: TA

Date: Apr. 2008 – Dec. 2008

I supervised one Vocational Rehabilitation Specialist (VRS) IV, one VRS III, two VRS I, one Secretary and one Office Assistant. The secretary and office assistant provide support services to me and counselors. When I started as a Temporary Assigned (TA) supervisor, goals and objectives were already established for the year. So, I picked up where the former supervisor left off by planning and organizing section meetings twice a month to go over performance progress. I monitored work performances to ensure the section is on the right track. At the end of each quarter, I submit reports on the section's activities to Oahu Branch Administrator. I attend supervisors and agency management meetings.

I plan, organize, collaborate and foster good working relationships and partnerships with other state departments, state agencies, advocacy group, nonprofit and for-profit organizations. These collaborations led to implementation of one summer work program, which benefited the section in assisting persons with most significant disabilities, significant disabilities, and non-significant disabilities in preparing for, securing, and maintaining competitive employments. On-going efforts are made to keep these partnerships going and growing on a regular basis and at the same time looking to expand.

I prepared, monitored and evaluated the section's annual operating budget of \$400,000 monthly to ensure adequate financial resources to meet the section's needs. Expenditures are administrative costs and case services costs. Under administrative costs, I identified needs such as office supplies and equipment's, staffs' mileage reimbursements, professional training and development, travel and etc. and budget accordingly. With case services costs, budget is based on caseload sizes and the need of each individual client. Some of our cost saving under this category comes from partnering with other stakeholders to pay for vocational trainings and job placements for our clients. For example, if a client is receiving services from the Department of Health (DOH), as long as we are not duplicating services, DOH agrees to pay for some services.

As a TA supervisor I discussed annual performance goals and objective expectations with staffs. I monitor and evaluate expectations and discuss them on one-on-one monthly meetings. We review VRISS printouts, caseload movement reports, and discuss issues and concerns. I conduct case reviews occasionally and discussed results with staffs. I congratulate them on areas of strengths and discussed improvement plans for address areas of weaknesses. I encourage staffs to understand adhere to policies and procedures and state procurement regarding provision of services. Through continual case reviews and one-on-one meetings, I'm able to evaluate, monitor and provide directions to assure compliance to established rules, policies and procedures. I assigned cases to staffs based on the agency's expectation (VRS level) as well as complexity of each case. At the end of the year, I meet with each staff to go over performance appraisal system (PAS).

I schedule and approve leave of absences. I handled personnel actions affecting employees in accordance to the agency's procedures and collective bargaining agreements. I plan and discuss disciplinary and termination actions with affecting employee(s) if necessary. I also consult with the Branch Administrator and Personnel Office on personnel matters if needed.

Employer: Lanakila Pacific

Address: 1809 Bachelot St., Honolulu, HI. 96807

Name & Title of Supervisor: Marian Tsuji—President/Chief Executive Officer

My Title: Employment Specialist

Date: Jan. 2005 – Apr. 2005

From: December 2005

To: March 2006

Part-time / 20 hrs per week / \$13.32 an hour

I established working relationships and partnerships with employers for the purposes of placing clients in employment. I conducted work readiness classes where I assist clients with resume, completing job applications, mock interviews, job development, job placement and their social and inter-personal skills. I provided supports when it's needed and follow-up once clients are placed in competitive employment. The reason for leaving is to focus on completing my Graduate program.

Other Experience:

As former Chairwoman/President for the Statewide Independent Living Council (SILC) of Hawaii, I supervised the Executive Director who performed administrative duties for the Council of fifteen members. I scheduled, arranged and booked rooms for quarterly meetings four times a year. I prepared agendas for meetings and send them to the Lieutenant Governor's office for posting at the State Capitol. SILC had a budget of \$450,000 that I oversee. Out of this amount I prepared a three-year budget for approval by the council before the Director for the Department of Human Services signed. I oversaw developing the State Plan for Independent Living (SPIL) to be executed by the Hawaii Center for Independent Living (HCIL). I was instrumental in writing and finalizing SILC's By-Laws and Policies & Procedures, which are their governing documents. I participated in legislative hearing whenever there's a bill related to SILC operation.

I represented SILC on national conferences, specifically SILC Congress and National Council on Independent Living (NCIL) annually. I had the opportunity to meet one-on-one with our U.S Congress representatives to discuss issues and concerns regarding persons with disabilities on the state and national level. Finally, I made sure that the organization runs efficiently and effectively by ensuring that the Council complies with federal and state mandates and at the same time collaborate with the Division of Vocational Rehabilitation and Services for the Blind (VRSBD), Attorney General's Office, Director of the Department of Human Services, private and non-profit organizations to further the mission of SILC.