

Hawaii Department of Health  
Adult Mental Health Division (AMHD)  
Request for Information (RFI) Response Summary  
**RFI No. AMHD 420-7-21**  
**Supported Employment Services**  
Statewide

A Request for Information (RFI) for Supported Employment Services was issued on March 1, 2021, to obtain community input in preparation for developing a Request for Proposals for this service. The AMHD received two responses from the community in response to this RFI. Below is a summary of the responses received through this process as they relate to the questions from the RFI.

The AMHD asked for a description of how the proposed Supported Employment service will help promote employment for consumers with serious mental illness but did not receive applicable responses.

The AMHD asked for a proposed plan for seeking technical assistance from resources in the community resources, such as local public and private business development organizations, local universities, mental health agencies or organizations. One Respondent recommended collaborating with the Department of Vocational Rehabilitation and the City and County of Honolulu workforce development boards; and recommended establishing collaborations with community colleges for training and certification vocations, which would increase employee and employer confidence. The other Respondent recommended partnerships with the University of Hawaii Community Colleges' vocational training programs such as Phlebotomy, Medical Assistance, Medical Billing/Coding, Early Childhood Education, and Advanced Technology.

The AMHD asked for an overview of potential barriers and challenges that consumers may face when seeking employment opportunities and ways the service can be modified to address these areas, while achieving the same outcomes. One Respondent stated that potential barriers are a lack of formal education and work experience, and the stigma and medication side effects persons with SMI often face. To address these areas, the Respondent recommended consumers be provided with soft skills, combined with job skill training.

The other Respondent identified the following barriers: transportation, lack of education in fields of interest, lack of interviewing and professional employment social skills, and poor, unsupportive workplace conditions. To mitigate these barriers, the Respondent recommended offering bus passes and helping consumers to navigate the bus routes; creating partnerships with certificate and community colleges that offer a large variety of vocational choices; provide consumers with interview preparation and resume assistance; provide advocacy and communication between consumer and employer; and recommending working with employers to explain the needed supports, work environment, and space for a consumer to decompress.

The AMHD asked for a description of the types of training and skill enhancement that can be provided to consumers, to better prepare them for employment opportunities. One Respondent

recommended targeted support from case management that focuses on biopsychosocial factors as financial literacy and self-directed recovery to increase the likelihood of successful placement. The other Respondent recommended helping consumers to feel confident in themselves and their abilities before beginning employment through resume building; finding and applying for jobs; interview skills; creating a budget; and computer and Microsoft skills-internet browsing use, Word and Excel.

The AMHD asked for a description of the Respondent's vision for an effective Supported Employment Program but did not receive applicable responses.

The AMHD appreciates the feedback received from the community in response to this RFI. The constructive feedback and recommendations will be reviewed and taken into consideration when developing the scope for this service.