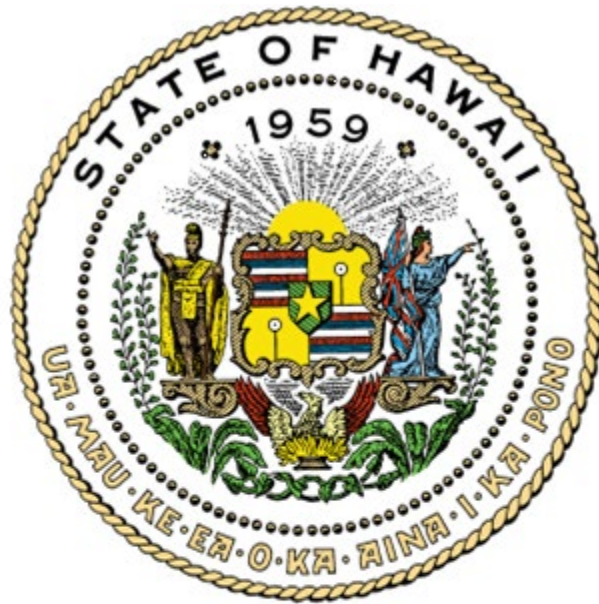


State of Hawai'i

Department of Human Resources Development



SkillBridge

Program Handbook

Host Agency, Mentoring Site Supervisor and Program Participant

Aloha and welcome!

On behalf of the State Department of Human Resources Development (DHRD), we welcome you to the State Executive Branch's SkillBridge Program.

This handbook provides both the participating service member and departments with a guide on the U.S. Department of Defense and DHRD's requirements, to ensure everyone understands their roles and responsibilities when participating in this program.

The purpose of this program is to connect participating state agencies and their supervisors with exiting service members to create a unique collaboration. Mentoring supervisors will provide hands-on work experience and training to the service member who continues to receive compensation and benefits from their active duty, resulting in no cost to the state.

As a participating department, your agency will contribute to the state by providing a platform for the service member to demonstrate their relevant skills and education while acquiring work experience specific to the State of Hawai'i, and your department and programs. During their term, the mentoring supervisor will introduce the service member to state government processes and procedures, and the job duties and responsibilities. Having a service member participant also allows your program to build on your existing resources.

As a SkillBridge Participant, the service member receives hands-on experience in a state government career, receiving training on daily tasks expected of a state worker. With the combination of the hands-on training received through this program and the knowledge and experience brought from military service, the service member will have the tools to help them on their journey as a civilian job seeker.

We look forward to working closely with all involved to strive for success of all involved.

Aloha,

DHRD SkillBridge Team

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OVERVIEW

About:

The U.S. Department of Defense (DoD) SkillBridge Program is an opportunity for service members exiting active duty to gain valuable civilian work experience through specific industry training, apprenticeships, or internships during their last 90 to 180 days of service. DoD SkillBridge connects these transitioning service members with industry partners in real-world job experiences.

SkillBridge provides an invaluable chance for service members to work and learn in civilian career areas. For industry partners, SkillBridge provides them with an opportunity to access and leverage some of the world's most highly trained and motivated workforce at no cost. Service members participating in SkillBridge will continue receiving their military compensation and benefits, while industry partners provide the civilian training and work experience.

Service members can be granted up to 180 days of permissive duty to focus solely on receiving full-time training once their chain of command, the first field grade commander in their chain of command provides written authorization and approval.

DHRD has been accepted as an industry partner in the DoD SkillBridge Program. This means departments in the State Executive Branch are allowed to seek active service members to work in their programs, at no cost. Mentoring site supervisors will offer real-world training and in-demand work experience while having the opportunity to evaluate the service member's suitability for future employment.



STATE OF HAWAII
KE-ERU KE-ERU ZINA I-KAHO
D O D SKILLBRIDGE

OVERVIEW

Purpose

The purpose of the DoD SkillBridge Program is to provide transitioning service members with the opportunity to develop additional skills and experience to facilitate their employment in the civilian sector upon transition from military service. The opportunities must offer a “high probability” of post-service civil service employment with the department of assignment or within the State of Hawai’i Executive Branch.

Program Goals

The goal of the SkillBridge Program is to provide service members with a potential pathway to State employment upon separation from military service, and to assist in filling essential vacancies in the State of Hawai’i.

Definitions

- **Host Agency**
The state agency in the executive branch who is mentoring a service member participating in the U.S. DoD SkillBridge Program.
- **Mentoring Site Supervisor**
The direct supervisor that assumes responsibility for the mentoring, training, assessing, and preparing the assigned SkillBridge Participant for potential employment within the State of Hawai’i executive branch.
- **Participant**
The individual, active-duty military service member selected for participation in the U.S. DoD SkillBridge Program partnership between the U.S. DoD and the State of Hawai’i Executive Branch.
- **State SkillBridge Program Coordinator**
DHRD staff member who is responsible for the coordination of the SkillBridge Program operations and to liaise between the State of Hawai’i, the departments in the executive branch, the various on-island branches of the U.S. Armed Forces and the Participants.

SERVICE MEMBERS

The targeted population for this program is service members who will be exiting from active duty, with 180 days remaining on their service obligation.

Service members interested in partnering with the State of Hawai'i Executive Branch and the DoD SkillBridge program must submit a cover letter, the State's SkillBridge application, and resume in response to a specific job posting, through their chain of command. Approved applications, in its entirety, will be submitted by interested service member to the State SkillBridge Program Coordinator.

Once it is determined that the service member applicant meets the minimum qualification requirements for the job posting, the State SkillBridge Program Coordinator will refer the application to the participating department for their consideration. When the participating department expresses an interest in coordinating a placement, the State SkillBridge Program Coordinator shall obtain the necessary approvals from the DoD, and thereafter, extend a placement offer to the service member.

Service members will be required to undergo a post-offer, pre-placement criminal history background check as appropriate for the position, department, and/or program to ensure their suitability for participation in the state's SkillBridge program. Once cleared, the service member will be notified of their placement date in the Host Agency's program, hours of work, worksite location, and name of their Mentoring Site Supervisor.



PROGRAM DETAILS

Applying to be a Host Agency

State executive branch departments who are interested in participating in the DoD SkillBridge Program must identify a position vacancy that will offer a “high probability” of post-active military civil service employment to the SkillBridge Participant.

Identifying the position vacancy for the DoD SkillBridge Program does not in any way guarantee employment to the exiting service member upon completion of their term in the SkillBridge Program. The service member is expected to apply for the civil service position vacancy and will be given equal consideration as any other eligible vying for the position vacancy.

Interested state agencies must submit the SkillBridge Program Request to Participate Packet which includes the following:

- Request to Participate Form
- Position description; and,
- Training plan for the identified position.

Requests should also indicate if there is a comprehensive background check (e.g., PREA, fingerprint-based criminal history background check, IRS Publication 1075, etc.) and / or requirement the service member applicant must undergo before being cleared for placement.

Upon approval of the Host Agency’s request, the State SkillBridge Program Coordinator will notify the Host Agency of the steps in the process, which includes the posting of the position on the DoD SkillBridge Program’s website.

Posting of Position with the DoD SkillBridge Program

The State SkillBridge Program Coordinator shall be responsible for the posting of the position vacancy on the DoD SkillBridge Program’s website. The posting, which is available to all branches of military service, will invite exiting service members to apply for the position vacancy with the DoD SkillBridge Program.

Application process

The exiting service member must submit a cover letter, their participation approval letter signed by their command and the State’s SkillBridge application packet to the State SkillBridge Program Coordinator’s review. A review of the service member’s qualifications will be

conducted to ensure the service member applicant meets the minimum qualification requirements for the identified class of work. A notice that the application has been accepted will be sent to the service member.

Referral of Qualified Service Member Applicants

The State SkillBridge Program Coordinator shall refer the approved applicant to the Host Agency for consideration. The Host Agency is encouraged to meet the service member applicant(s) to determine if they possess the necessary experience, knowledge, skills and abilities for the subject position vacancy. If it is determined that the referred service member is a good fit, the Host Agency shall submit their recommendation for placement via email to the State's SkillBridge Coordinator.

Coordination of Clearances and Placement:

The State SkillBridge Program Coordinator shall be responsible for coordinating the placement with the service member's chain of command, the Host Agency's Mentoring Site Supervisor, and the service member.

The Host Agency and Mentoring Site Supervisor will be required to review, complete, and sign the Participant Training Agreement (PTA) which outlines the terms of the Host Agency relationship, the duration of the PTA, and Participant names.

The State's SkillBridge Program Coordinator shall also ensure all pre-onboarding activities including but not limited to the name-based criminal history record check have been completed prior to confirmation of the final placement. If a department or program has a specific background check requirement as prescribed by law or regulations, the State SkillBridge Program Coordinator will ensure final clearance is obtained from the Host Agency before coordination of the placement start date.

D O D SKILLBRIDGE

Onboarding

Before a Participant's placement is effectuated, both the Participant and the Mentoring Site Supervisor will take part in a virtual orientation session conducted by the State SkillBridge Program Coordinator.

For positions requiring access to the computer and an email account, the Mentoring Site Supervisor shall arrange for the Participants access to a non-state worker's (.nsw) email account. If a Participant requires access to Microsoft Office Suite 365 or any other departmental website or program, the Host Agency shall make the necessary arrangements as

part of the Participant's onboarding process.

The Host Agency and/or Mentoring Site Supervisor shall also make the necessary arrangements for the Participant to receive the Host Agency employee identification badge.

On the first day of work, Mentoring Site Supervisors must present and review agency policies and/or code of conduct the Participant must adhere to. Participants will also be advised on the Host Agency and/or Mentoring Site Supervisor's expectation as it pertains to tardiness, absences, and any other work-related issues or concerns.

Mentoring Site Supervisors will provide the Participants with sufficient work time to complete any onboarding activities which may include but is not limited to completion of training, policy review, setting up MS Office 365 accounts and email addresses.

Within the first few days of their placement, the Mentoring Site Supervisor shall introduce the Participant to the Host Agency's mission, program's functional responsibilities, job duties and responsibilities, and require the Participant to complete any introductory and/or mandatory training.

Mentoring Site Supervisor may also assign the Participant to a mentoring staff member who the Participant can shadow and/or who will be available to support the Participant at the worksite. If available, it may be beneficial to assign a military veteran within the program's organization, to serve as the mentoring staff member, to also assist the Participant with the transition from military to civilian employment.

Mentoring Site Supervisor will gradually assign specific job tasks to the Participant accompanied by on-the-job training. The goal is for the Participant to have sufficient hands-on training to ensure they can complete their assigned tasks without constant direct supervision.

Mentoring Site Supervisor should encourage open communication with the Participant to ensure any questions or concerns are immediately addressed.

D O D SKILL BRIDGE

PARTICIPANTS

Participants will come from varying military backgrounds. Some do not have prior civilian work experience, so this will be their first formal encounter with a civilian job-related opportunity.

Both the Participant and the Mentoring Site Supervisor are encouraged to be understanding for the benefit of both parties. Throughout the duration of their placement, the Participant will receive training and guidance from their Mentoring Site Supervisor to understand employment in state government and to equip them with the skills needed to pursue state employment upon their separation from military service.

Expectations for Program Participants

As a DoD SkillBridge Program Participant, the DoD has placed special trust and confidence in the service member's participation by granting them the privilege and opportunity to participate in SkillBridge.

All service member participants are expected to:

- Follow all laws, rules, regulations, policies, procedures and directives from the Host Agency, its representatives, and the Mentoring Site Supervisor.
- Participate in all SkillBridge-related activities that DHRD, the Host Agency, and assigned Mentoring Site Supervisor require.
- Respect and observe the chain of supervision and communication of the assigned worksite.
- Help ensure a safe, healthy, and sanitary work environment and notify the Mentoring Site Supervisor, if needed, if there are conditions or practices contrary to this.
- Report any accidents immediately to their Mentoring Site Supervisor after taking the necessary steps to ensure the health and safety of self and co-workers.
- Adhere to all employees at the worksite are in compliance with all local, state and federal discrimination laws; and all State policies and procedures pertaining to all State employees including but not limited to the Discrimination Harassment Free Workplace Policy; Usage of Information Technology Resources Policy and Procedures; and Hawai'i State Ethics Commission's State Ethics Code.
- Ensure that you fulfill your scheduled work week hours, excluding State and Federal holidays.

- Immediately report problems with the program to the assigned Mentoring Site Supervisor, or State SkillBridge Program Coordinator, as necessary.
- Seek guidance and constructive feedback from the assigned Mentoring Site Supervisor as necessary for professional development.
- Obtain available job vacancy information from the Mentoring Site Supervisor for which the Participant is qualified to apply and compete.



MENTORING SITE SUPERVISORS

The SkillBridge Program Coordinator will recognize the individual that signed the Partnership Training Agreement (PTA) to be the Authorized Signatory (AS) and the Mentoring Site Supervisor unless the PTA is accompanied by the Authorized Signatory Consent which allows other personnel to act as proxy for the AS to supervise and sign timesheets for the Participants. The Authorized Signatory Consent can be submitted at any time as long as the PTA is current and active.

Mentoring Site Supervisors play a critical role in preparing Participants for potential employment with the state.

It is recommended that Mentoring Site Supervisor provide time to train, coach, and mentor their Participant as well as manage all administrative tasks accompanying the placement; this includes such things as reviewing and approving timesheets and resolving complex personnel issues and matters.

Mentoring Site Supervisor shall ensure the Participant receives a Host Agency employee badge and has access to Microsoft Office Suite 365, as appropriate. An email address ending with @hawaii.gov is also necessary to ensure they have access to the on-demand training. Supervisors are also responsible for ensuring their Participant has access to their own agency's networks and any specific website or program.

Expectations for Mentoring Site Supervisors

Mentoring Site Supervisors shall:

- Serve as the Host Agency's point of contact and representative with ESD and the State SkillBridge Program Coordinator for the duration of program participation.
- Attend the briefing sessions provided by State SkillBridge Program Coordinator.
- Provide a safe, healthy, and sanitary work environment and furnish the Participant with necessary safety instructions, materials, supplies, and equipment. This includes the same, if any operational and safety procedural training and/or materials that Host Agency employees must obtain.
- Ensure all employees at the worksite are in compliance with all local, state and federal discrimination laws; and all State policies and procedures pertaining to all State employees including but not limited to the Discrimination Harassment Free Workplace Policy; Usage of Information Technology Resources Policy and Procedures; and Hawai'i State Ethics Commission's State Ethics Code.

- Provide an orientation to the Participant of your organization including a tour of your facilities, and necessary guidance on your organization's function, policies, procedures and the Participant's daily duties and tasks.
- Recognize that the Participant is not a volunteer but is a program participant on active duty paid by the US DoD.
- Assign tasks in accordance with the position description. Mentoring Site Supervisors are not authorized to change a Participants' duties or tasks without justification and the written authorization by the State SkillBridge Program Coordinator.
- Ensure that Participants do not exceed more than eight (8) hours of work in a 24-hour period or forty (40) program hours in a standard work week. No compensation, whether time or remuneration, shall be provided for any work performed beyond their scheduled work hours.
- Ensure that the Participant only reports to work during their authorized work schedule.
- Report any accidents immediately to the State SkillBridge Program Coordinator after taking the necessary steps to ensure the immediate health and safety of the Participant.
- Ensure that Participant is not the only individual present at their assigned worksite, and never be given responsibility to open or close the facility or offices of assignment.
- Immediately report problems with the Participant to the State SkillBridge Program Coordinator.
- Provide feedback to the Participant and State SkillBridge Program Coordinator on the Participant's progress.
- Offer guidance and constructive feedback to the Participant as necessary for professional development.
- Inform Participants of available job vacancies for which they are qualified to apply and compete.

OTHER PROGRAM CONDITIONS

Cost not covered by DHRD or the State SkillBridge Program:

- Email and Microsoft 365 accounts: host agencies must incur the cost for the Participant's email and Microsoft 365 accounts.
- Parking: Neither DHRD nor any Host Agency will cover the costs associated with parking for the Participant. Participants are encouraged to find public parking that offers monthly rates in reasonable proximity to their assigned work site. Participants who are able to acquire parking at their work site shall be solely responsible for this cost.

Participant Work Schedules

- Mentoring Site Supervisors will work with the State SkillBridge Program Coordinator to develop a work schedule for the Participant. A typical work week is forty (40) - hours per week. Training and learning environments are highly encouraged for Participants and must include schedule flexibility providing the Participants the ability to attend ongoing professional skills training.
- Participants and Mentoring Site Supervisors must consult with the SkillBridge Program Coordinator prior to making any changes to hours and/or tasks and duties from those initially assigned at the start of the program.
- The recommended work schedules should be from Monday through Friday and within normal business hours between 7:45 AM and 4:30 PM.
- Participants shall not work on evenings, weekends and State observed holidays, unless the day falls within their scheduled workdays.
- Participants should not volunteer or work beyond their scheduled workdays/hours.
- Under no circumstances will a Participant be allowed to work more than forty (40) hours in any work week; as such, overtime hours are prohibited. Host agencies shall not provide any supplemental compensation to the Participants at any time.

Breaks and Lunch Periods:

Mentoring Site Supervisor shall coordinate two 10-minute breaks (morning and afternoon) and a 45-minute lunch period with the Participant.

Tardiness, Time Off and Leaves of Absences

- Participants are responsible for notifying their Mentoring Site Supervisor and if they are going to arrive late or be absent from their assignment.
- Participants are subject to the Host Agency's policy and requirements as it relates to the reporting of absences and leaves. These policies should be reviewed by the Participant.
- Participants are also responsible for reporting any absences to their commanding officer.
- If leave is based on a work-related injury, please notify the State SkillBridge Program Coordinator as soon as possible of any concerns relevant to time off and leaves of absences.

Timekeeping

- Participants are required to log the hours worked on the SkillBridge Participant Timesheet and submit the form to their Mentoring Site Supervisor. Since the Participant is an active duty and is being paid by the U.S. DoD, the timesheet is for accountability purposes only. No compensation or remuneration shall be provided to the Participant by the Host Agency.
- Mentoring Site Supervisors shall keep the original timesheets and shall produce a copy when requested by the State SkillBridge Program Coordinator or the service member's military branch of service.

Volunteering

Participants are prohibited from volunteering outside of the SkillBridge program hours at their Host Agency conducting the same or similar activities as their program tasks and duties for the duration of the program.

Performance Reviews

Mentoring Site Supervisors must meet with the Participant to conduct a review of their performance at the half-way point of their assignment and at the end of their assignment. A performance review form will be provided to the Mentoring Site Supervisor to evaluate the Participant. The Mentoring Site Supervisor shall submit a copy of the evaluation to the State SkillBridge Program Coordinator before the conclusion of the Participant's assignment.

Safety

The health, safety, and welfare of the Participants are our priority. Mentoring Site Supervisors must exercise caution and reasonable judgement when assigning tasks to prevent accidents and injury.

To ensure a safe work environment for the Participants, the Mentoring Site Supervisor must adhere to the following:

- Immediately seek first aid for the Participant's injuries.
- Report any injury to the State SkillBridge Program Coordinator immediately, though no later than 24 hours upon learning of the incident.
- Work with the Participant and any applicable witnesses to complete an Accident Report Form for submission to the Host Agency's workers compensation representative
- Participants must adhere to the position's description of responsibilities (duties and tasks);
- Mentoring Site Supervisor must provide appropriate personal protective equipment required for the task being performed.
- Participant must report any potentially unsafe conditions, equipment, or practices to their Mentoring Site Supervisor.
- Participants are encouraged to attend safety training sessions provided by the Host Agency.

Surveys

DHRD will conduct surveys of Mentoring Site Supervisors and Participants. Please respond and return the surveys as instructed in a timely manner.



EMPLOYEE STAFFING DIVISION

STATE SKILLBRIDGE PROGRAM COORDINATOR

The State SkillBridge Program Coordinator's office is in the State Office Tower within the DHRD Employment Staffing Division.

Mentoring Site Supervisors must contact the State SkillBridge Program Coordinator in the event of an emergency or any major changes to the Mentoring Site Supervisor or training situation, including, but not limited to, the following:

- Change in Host Agency's Mentoring Site Supervisor or point of contact;
- Adjustment to job duties or tasks required to be performed by the Participant which was not initially included in their position description;
- Participant counseling and/or reprimand due to conduct or personnel corrective action;
- An accident or emergency occurs involving a Participant; and/or,
- The Mentoring Site Supervisor is unable meet the terms of the executed Participant Training Agreement.

Participants and Mentoring Site Supervisors are also encouraged to contact the State SkillBridge Program Coordinator if there are any questions arising from the Participant's endeavors in seeking State civil service employment.

The State SkillBridge Program Coordinator may be reached at dhrd.skillbridge@hawaii.gov "SkillBridge Program Help" in the subject matter line, or by phone at (808) 587-1152.

CONTACT INFORMATION

Department of Human Resources Development

Employee Staffing Division

235 South Beretania Street

Honolulu, HI 96813

For Participants, Host Agencies, Mentoring Site Supervisors and US DoD Agencies, you may contact the State SkillBridge Program Coordinator, Dean Kai at (808) 587-1152 or by email at dhrd.skillbridge@hawaii.gov.

