

# Hawai'i County Workforce Investment Board (HCWIB)

## Report to the WDC

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County: Hawai'i

Compiled by: Kathleen Nielsen

### 1) Summary

Since our initial landmark Workforce Summit in May 2011, a follow up Workforce Summit II was held in August of 2011. Four key groups have been meeting flesh out details that will eventually become action plans for Hawaii Island: Infrastructure, Communication, Collaboration, and Education and Training. Although meetings are not held as regularly as we would like, a host of new stakeholders has joined our workforce conversation. On January 13 2012, Kona Kohala Chamber of Commerce will be conducting and economic development forum with notable change and thought leaders.

The health crisis for Hawaii Island continues with several initiatives underway. The Hawaii Island Healthcare Alliance and the Recruitment & Retention Committee are working on policies and initiatives that will create more access of healthcare professionals to our residents.

Recently, through the support and guidance of our Director and WDC, Hawaii Island is pursuing the workforce needs of the agriculture industry. Several planning meetings have already been held. A Jan. 24 Ag Skills Panel Conference will be the springboard to a coordinated response to the ag industry.

The Astronomy Workforce Pipeline Work Group has been diligently working with various observatories regarding their workforce needs—particularly with TMT planning to become a big part of this industry. Various work groups and meeting through the leadership and guidance of Dr. Jim Kennedy, LWIB 1st VP.

The Rural Outreach Services Initiative (ROSI), a collaborative effort among agencies and resources willing to support the Hamakua Community with additional funding sources, is continuing at North Hawaii Education and Research Center. A ROSI Navigator team is being formed to provide the local leadership and direction of this landmark initiative. ROSI has embraced the concepts of Hoowaiwai, put forth by our Hawaii County and Hawaii Alliance for Community Business & Economic Development (HACBED) and the leadership of Bob Egres.

### 2) Individual WIA Programs

#### **Workforce Development Division - Adult Program:**

Unemployment rate for Hawai'i County edged downward from 10.6% to 9.7%. Unfortunately, this has brought Hawaii County back to the levels of a year ago. Typically, our Adult Program participants are adversely affected by the influx of qualified, skilled workers flooding the labor market and a lack of new job openings during this sluggish economy. Hawai'i Branch, with its local offices in Hilo and Kona, has stepped up its job preparation activities for our participants to increase their competitiveness.

Despite employment opportunities remaining scarce, WDD staff continues to provide an array of job readiness workshops with heavier emphasis on career navigation and counseling. Continuous engagement is a common theme for all levels of unemployed individuals. Participants have opportunities to seek local college financial aide assistance through orientation and application workshops at the One-Stop. As a direct result of a Greg Newton training in early 2010, Career Exploration workshops and Job Clubs have been added Core and Intensive activities. Training opportunities have almost exhausted program service monies. Job readiness workshops and veteran counseling services have been expanded to the Hamakua Coast through the Rural Outreach Services Initiative.

WIA counselors continue to take part in an accelerated employer relations campaign (at the State and local levels) in order to generate and reestablish relationships with local employers. The promoting of use of services, facilities, Employer Resource Center, Tax Credits and On-the-Job Training opportunities will assist in future placements and retention of trainees.

With modest budgets and limited training dollars, program staff continues to refer to other BIWC E & T agencies as well as non-mandated partners like Goodwill Industries, Paxen Group, Salvation Army, etc. Further, we continue to look to HIWEDO, non-profit arm, for support.

As an active partner with the Going Home Initiative, a community-based reentry program for prisoners, WDD is a referral source for ex-offenders reentering the labor market. They are given priority services to WIA orientation and testing. Co-case management services are offered while enrolled in WIA Adult program. WDD also participates in job readiness workshop delivery to furlougees at Hale Nani Correctional Facility. Recently, BIWC has partnered with HIWEDO, our workforce system's non-profit entity, and its Mentoring Program for ex-offenders.

Workforce Solutions, another community consortium advocating the self-sufficiency of persons with disabilities, also is a referral source to our Adult Program. With the inception of our Business Leadership Network and its mission to recognize business leaders supporting persons with disabilities, this will greatly enhance employment opportunities for this population with our island employers. A very successful inaugural recognition event was held to recognize business leaders who advocate for the self-sufficiency of employees with disabilities with plans to coordinate another scheduled for October 15, 2011

Due to Hawai'i County's high per capita poverty rates and double digit unemployment rate, Hawai'i Branch continues to dual enroll participants with one-stop partners like Alu Like, Division of Vocational Rehabilitation, Senior Employment & Training Program, and other non-mandated one-stop partners to optimize funding resources due to the poor economy.

In Hilo, a computer training room and the valuable resources from the Hilo Community School for Adults instructor and volunteer instructor are making it possible for WIA participants to receive basic education, introduction to computer basics and basic keyboard training.

Job Clubs for Veterans who are dually enrolled in WIA programs are also made available.

In Kona, the Kona Community School for Adults provides Competency-Based High School Diploma training at the one-stop location. Orientation sessions have been reduced from eight a month to 4 a month primarily due to reaching a more stable degree of lay offs. These orientations however, are still at capacity as many are interested in training and retraining. Specifically, there is overwhelming interest in Certified Nurse Assistant Training. Unfortunately, many of our graduates are taking a longer time obtaining gainful employment upon completion due to the poor economy.

As of December 31, 2011, Adult enrollments for Hawaii Branch exceeded goals for the year by 59%. Planned was 141 and actual was 224.

Staff are taking advantage of the Volunteer Internship Program (VIP), where private employers can experience firsthand, Dislocated Worker interns while helping to curb the unemployment fund.

Future revisions to OJT contracts should help promote and market the service, and make the process more user friendly for employers

### **Workforce Development Division - Dislocated Worker Program:**

Similarly, this population has been adversely affected by the stubborn economic slowdown. Fortunately, many of these participants have greater skill sets and sounder work maturity skills. However, with many participants, new occupational skills and skill sets need to be learned. Readjustment services in this very tight economy become paramount to their re-employment. This population, however, remains more selective on long-term training opportunities offered by our Program.

What is becoming more and more apparent is the increased desperation in our participants' job and career choices and desire for immediate employment vs. education enhancement. However, due to the economic realities, many have opted to enroll in courses at the Hawaii Community College and at the University of Hawaii at Hilo Campus. Participants also take advantage of financial aid workshops and orientations. Still others remain on, and collect their unemployment insurance benefits for longer periods of time since the approval and continuation of State and Federal extensions. These individuals seem to be lulled into complacency, not choosing to re-enter the labor force immediately, nor participate in training or educational enhancement. That said, we continue to be ahead of our enrollment goals for the year.

Business closures and multiple layoffs generating many unemployed applicants seeking re-employment and re-training services under our Dislocated Worker Program have stabilized but still has saturated the labor market with qualified enrollees with valuable transferrable skills for a very limited amount of job openings.

Business closures and multiple layoffs are generating a variety of high end specialized unemployed applicants. Seeking reemployment becomes more challenging with the absence of related or similar occupations in those fields.

Computer training, Certified Nurse Assistant and Commercial Driver Education are the predominant training of choice. Many of the dislocated workers are now accepting employment opportunities that are well below their original expected pay range. Many participants are opting to return to school and/or receive more training during this economic downturn.

WIA counselors continue to take part in an accelerated employer relations campaign in order to generate and reestablish relationships with local employers. The promoting of use of services, facilities, Employer Resource Center, Tax Credits and On-the-Job Training opportunities will assist in future placements and retention of trainees.

As of December 31, 2011, Dislocated Worker enrollments for Hawaii Branch have exceeded goals for the year by 64%. Planned was 131 and actual was 215.

Rapid Response funding available for former Kona Village employees laid off due to the tsunami. Program has enrolled 20+ participants thus far. Community School for Adults provided computer classes. Additional requests for CNA, and other HCC on-line classes.

NEG-OJT program to assist with serving the long term unemployed in obtaining retraining for growth occupations being implemented.

Future revisions to OJT contracts should help promote and market the service, and make the process more user friendly for employers

### **Goodwill Industries – Out of School Youth Program:**

**Number Served:** The Ola I Ka Hana Program served forty-eight and younger youth in the program year. Of these, thirty-five are age 14-18 and thirteen are age 19-21.

**Success:** Ola has served forty-eight older and younger youth. Of these, thirty-five are age 14-18 and thirteen are age 19-21.

One youth passed her mastery exam taken at HCSA on November 30. The Consumer Economics Unit ended on November 16 and the unit test was administered on November 22, with all ten youth passing their tests. The next CB Government and Law Unit will begin on January 17, 2012. One youth in Kona started the CB Government and Law Unit on November 14. The unit will end on December 14. CB students will continue to receive financial literacy, job readiness training and participate in community service activities during the break.

Youth who are not ready for CB classes continue to receive basic skills instruction, leadership and life skills activities. All youth continue to receive individualized tutoring & are encouraged to perform self-study on PLATO & SPARKS learning systems. Due to possible budget cutbacks in the DOE, the PLATO learning system will continue to be provided to the youth through HCSA until November 26. GIH has begun to work with the PLATO representative to ensure service to our youth continues.

Kona youth participated in a Community Service Activity at the Pu'uhonua o Honaunau National Park Library with recording, re-labeling and re-filing library books on November 29 from 9:30am to 12:15pm. Their help has made access to these books easier to read for their frequent customers to the library.

Outreach efforts are continuing with the Administrative Assistant visiting Keaau, Pahoa and Hawaii Academy of Arts & Sciences High Schools on November 10; Kealakehe and Konawaena High Schools on November 23; Ka'u High School on November 29 and Kanu o Ka Aina Connections High School on November 30.

Three youth successfully completed their paid work experience at the end of October and early November. Worksites continue to be developed island-wide to meet the career interests and occupational needs of the youth.

Recruitment efforts to fill the Hilo & Kona full-time Youth Specialist positions and the Kona part-time Trainer/Tutor Curriculum Developer are continuing.

The Kona Ola office has relocated to the Kona Career Center at 74-5599 Luhia Street, #4, Luhia Center II effective November 1. Staff can be contacted at (808) 443-5852 and receive faxes at (808) 443-5853.

**Staffing:** Recruitment efforts to fill the Hilo & Kona full-time Youth Specialists positions and the Kona part-time Trainer/Tutor Curriculum Developer are underway.

New referrals to our Hilo and Kona offices continue to be received at our Hilo office by the Administrative Assistant. Intake/Orientation appointments are scheduled at both offices to accommodate the youth and their parents/ guardians.

**Outreach Efforts:** Outreach efforts are continuing with AA visiting Keaau, Pahoia and Hawaii Academy of Arts & Sciences High Schools on November 10; Kealakehe and Konawaena High Schools on November 23; Ka'u High School on November 29 and Kanu O Ka Aina Connections High School on November 31.

All staff continually advocate and promote the Ola youth programs and are receiving a high number of direct referrals from the high schools and parents. Efforts to conduct more outreach in rural communities will be a focus during the year.

**2011-2012 Collaborations:**

The Ola program's ongoing collaborative relationships include Hilo & Kona Community School for Adults, Boys and Girls Club Community Garden, County Prosecuting Attorney's Office, Dodo Mortuary, County of Hawaii-Highways Division, Hakalau Maile Farm, Good Years Daycare Center, Hilo Public Library, Hawaii Tribune-Herald, Department of Health-Environmental Health, Alfalfa and Hay Cubes, Hawaii Institute of Health Care and Training Services, Pu'uuhonua o Honaunau-City of Refuge, Bayside Chevron, Arc of Kona, Department of Health-Communicable Diseases Division, STD/HIV Branch and County of Hawaii-Parks and Recreation Division.

**Paxen – In School Youth Program:**

Currently, we are servicing an enrolled total of Fifty-three (53) "ACTIVE" participants. We had an "Annual Planned Total" of Fifty-Eight (58) participants for Program Year 2011-2012. During the First Quarter of PY 2011-2012, we exited six participants from the West Side of the Island. Out of the six "EXITED" participants, five successfully graduated with a high school diploma and have continued on to either employment or post-high educational settings.

During the month of November, our casemanagers provided one on one tutoring services to six participants who were receiving "C" or below grades as of the 1<sup>st</sup> Quarter of school. Out of the Fifty-Three participants, Twenty-Two were involved in extracurricular activities such as sports, clubs, or hui's. We had one participant who attended a Hawaiian immersion school from Pre-K – 11<sup>th</sup> grade, recently move over to Konawaena school in hopes that she'll be able to excel more in academics. This participant has just recently applied to work at Oshima Surf & Sport while she maintains a 3.0 and above GPA and is a full time HULA student. She was chosen to go to New Zealand to represent her hula halau during the month of November. She was also involved in the "County's Youth Website" committee.

Also during the month of November, we were able to help facilitate three more participants in attaining work experience.

We continue to provide follow up to the Six participants who have been exited during PY 2010-2012. We continue to work with the local community colleges and University to establish a rapport between them and the participants who are of eligible age. We've assisted participants in applying for and sustaining higher education and financial aid tuition assistance, resume building, financial literacy, employment seeking, referrals to outside agencies, etc.

**Collaborations:** We continue to work with Public Library System, Department of Human Services, First to Work Program, Child Welfare Services, BISAC, Leo's Club, Key Club, Court System, Mental Health Services, Child and Family Services, Workforce Development Offices, Hui 'Ana, HCEOC, University of Hawaii system, Hilo and Kona Community School for Adults, Judges, Public Defenders and Probation Officers, Therapists, Staff from Hilo High school, Kea'au High school, Hawaii Academy of Arts and Sciences, Pahoia High School, Kamehameha Schools, Ka'u High school, Konawaena High school, and Kealakehe High school, and local businesses ( Shaka, Hana Hou Restaurant, Boys and Girls Club, HOVE Loggers, etc).

**Big Island Workplace Connection (BIWC) One-Stop Activities:**

- Aug. 1: Attended Alien Certification Training in Chicago
- Aug. 16: Meeting with One Island Sustainable Living to discuss green partnership
- Aug. 17: 9 students completed photovoltaic installation class in WH
- Aug. 18: Workforce Summit II (follow up to May Workforce Summit I)
- Aug. 24: Business Economic Outlook Forum
- Aug. 25: First Hawaiian Bank's Economic Forecast for Hawaii Island at Hilo Hawaiian
- Aug. 26: Presentation to SHRM with Director Takamine on NEG OJT in WH
- Aug. 26: Talk Story session with Chancellor Straney
- Aug. 30: Social media workshop for staff and jobseekers
- Sept. 21: Hoowaiwai Network Workshop in Honoka'a (ROSI)
- Sept. 28: Disabilities Awareness Forum at Aging and Disabilities Center
- Oct. 5: Hamakua Health and Wellness Fair (ROSI)

Oct. 15: Hoomohala Awards Banquet (Business Leadership Annual Recognition Dinner)  
 Oct. 21: Entrepreneurs Expo II  
 Oct. 25: Workplace Violence Workshop  
 Nov. 1: Green Workforce Summit  
 Nov. 8: Career Connections at Kulani  
 Nov. 21: Provide alien certification training to WDD staff statewide  
 Nov. 30: OJT Best Practices (teleconferences with best-performing States)  
 Nov. 30: Research & Stats Focus Group re: Green Workforce Data.  
 Dec. 8: OJT Best Practices  
 Dec. 9: Presenter at 14<sup>th</sup> Annual Rural Health Conference (Aging and Disabilities Resource Center  
 Dec. 9: Participated in Community Visioning workshop with Univ of Hawaii at Hilo  
 Dec. 12: E. HI Ag Skills Panel Planning Meeting with key stakeholders, Director  
 Dec. 14: Oahu's Ag Skills Panel Conference  
 Dec. 19: 6 interns started Huiana internship at Oceanic Time Warner  
 Dec.: Ongoing Workforce Summit Breakout Meetings  
 Jan: Ongoing Big Island Workplace Connection Meetings  
 Jan: Ongoing E. HI Business Leadership Network Meetings  
 Jan.: Ongoing LWIB Executive, Planning, Outreach, Oversight Meetings (monthly)  
 Jan.: Ongoing Going Home Consortium Meetings  
 Jan.: Ongoing Second Chance Mentoring Grant Advisory Committee Meetings  
 Jan.: Hoowaiwai Follow Up Meeting with ROSI Navigators  
 Jan.: Working with HIWEDO and Hawaii Island Team with Health Innovation Challenge Grant  
 Jan.24: Planning for E. HI Agriculture Skills Panel Conference at Nanimau

### 3) Other Items/Programs

**REA-** Re-Employment & Eligibility Program continues with approximately 30 U.I. Claimants per week. A series of follow-up sessions are conducted by WDD staff with these targeted individuals with the intent to reduce the overall duration of U.I. benefits. This, as well as most programs, takes advantage of ongoing, relevant workshops at our one-stop locations. Continuation of this program through 2011 is very likely.

**NEGOJT:** Over the past several months, heavy emphasis has been placed on the promotion and execution of our NEG OJT Program. It is projected that Hawaii Branch will reach its expenditure and numeric goals for this program. Our VIP Program is being promoted as a pre-hiring options for our employers.

#### **VIP – Utilizing VIP as a precursor to OJT negotiations and in tandem with ETF.**

Continuing to promote VIP as a precursor to ETF

Volunteer Internship Program – recently, this initiative has been extended and being incorporated with our Employment & Training Fund Program. This innovated program will work in tandem with our business service delivery strategy and specifically with our ETF Program. UI claimants to continue to receive UI benefits, but this program allows them to volunteer up to 32 hours/week at various businesses with the intent of getting job training and employment.

**ETF Program** – Continuing to promote ETF with VIP to bundle WDD services to employers.

This incumbent worker training program will be a welcomed addition of the resources and programs available to our employers. Budgets are currently being formulated and Eligible Training Providers are being recertified. Promotional efforts with employers, business organizations and incumbent workers have already begun. This ETF Program will be working in tandem with our VIP.

**SESP:** Insufficient training funds due to higher-than-anticipated cost of all training modules. Low enrollments directly linked to inability to enroll in program due to RAD's requirement of a training gateway component.

Provider agreements were executed effective April 1, 2011. We are enrolling participants in training; several of whom are dual-enrolled in WIA. WDD is continuing to meet with Hawaii Community college and additional training providers. To date, Hawaii Branch is ahead of its projected enrollment goals. A Hawaii Island Green Conference is scheduled for Nov. 1, 2011 at the Hawaii Preparatory Academy in Waimea.

**TORQ Usage:** Will not be renewing TORQ due to in-house capacity (i.e., HireNet Hawaii, etc.)

Hawaii Branch has received training and utilizing TORQ with several real-time projects: health care industry, working with high school students—particularly with Huiana, green industry workforce preparedness for SESP job seekers and employers.

**Disabilities Employment Initiative Grant DEI:** Selected as a pilot one-stop operations with Maui County. In the process of recruiting for Employer Relations Representative and Disabilities Navigator.

#### 4) Quantitative Report – 1st Quarter PY 2011\*

\*draft figures, final figures not sent by State

<b>Actual vs. Goals (1st Quarter PY 2011)</b>	<b>1st Qtr ACTUAL</b>	<b>4 QTR. CUMULATIVE</b>	<b>GOAL For Year</b>	<b>% of GOAL Cum./Goal</b>
<b>Youth Program</b>				
Older Youth Entered Employment Rate	0.00%	100.00%	40.00%	250%
Older Youth Retention Rate	100.00%	100.00%	60.00%	167%
Older Youth Earnings Increase	\$7,464	<b>\$7,464</b>	\$1,750	427%
Older Youth Credential/Diploma Rate	0.00%	100.00%	38.00%	263%
Younger Youth Skill Attainment Rate	68.80%	87.20%	71.00%	123%
Younger Youth Diploma or Equivalent Rate	56.30%	55.60%	46.00%	121%
Younger Youth Retention Rate	50.00%	66.70%	44.00%	152%
<b>Adult Program</b>				
Entered Employment Rate	55.20%	51.60%	50.00%	103%
Retention Rate	85.70%	83.70%	82.10%	102%
Average Earnings	\$11,352	\$10,665	\$10,800	99%
Employment and Credential Rate	64.30%	64.70%	55.00%	118%
<b>Dislocated Worker Program</b>				
Entered Employment Rate	69.60%	63.10%	65.00%	97%
Retention Rate	91.30%	91.40%	86.00%	106%
Average Earnings	\$12,828	\$14,752	\$14,750	100%
Employment and Credential Rate	71.40%	64.50%	60.00%	108%

#### 5) Other

##### HCWIB Quarterly Meeting:

Wednesday, February 8, 2012. The HCWIB will hold its quarterly meeting at the West Hawai'i Civic Center in Kona. Our Next HCWIB meeting will be November 9, 2011 in Hilo.