

WIB report to the WDC
(For January 12, 2012 WDC Meeting)

Date:	January 9, 2011
Island:	Maui County (Maui, Molokai, and Lanai)
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1) SUMMARY

The Maui County Workforce Investment Board (MCWIB) continued to progress under the leadership of Chair Leslie Wilkins. The membership roster will continue to evolve to include greater representation from the private business sector. In addition, Lisa Knutson has been released as the Vice Chair due to some technicalities. The Vice Chair position is anticipated to be filled at the first MCWIB meeting of 2012.

The County's contracts with its WIA program service providers have been executed. The contracts for the Adult and Dislocated Worker programs were executed on October 13, 2011 and the contract for the Youth Program on December 20, 2011.

To expedite spending Maui County's State Energy Sector Partnership (SESP) Grant, Solar Training Institute (STI) was approved as a short-term Eligible Training Provider (ETP) to provide courses in Solar PV Design and Installation and Solar Thermal Design and Installation. The addition of STI as a training provider has allowed the County and the WDD Maui Branch to expend SESP funds at a much more acceptable rate. They also provide a viable alternative to the college for employers and any participants interested in training in this area.

With regards to the programs, the service providers continue to provide quality services to the community of Maui County while facing the many challenges that come with an economy such as ours. Program reports of the Service Providers activities are as follows.

2) INDIVIDUAL PROGRAMS

A) Workforce Development Division (WDD)/WorkSource Maui (WSM) (WIA Adult and Dislocated Worker Service Provider)

Assisted the following employers with their respective on-site recruitment efforts: Molokai Community Health Center (3), Molokai General Hospital (5), Starwood Hotels & Resorts (40), Hawaiian Commercial & Sugar Co. (13), Maui Economic Opportunity, Inc. (11), Lowe's (6), Marriott's Maui Ocean Club (16), Hyatt Regency Maui (8), Monsanto Company (2), University of Hawaii (3), Goodwill Industries (3), Sheraton Maui Resort (3), Jade Painting, Inc. (2), Jobline X-Press (9), Ritz-Carlton Kapalua (19), Aloha International Employment (4), Salvation Army Family Intervention (3), Paddlers Inn LLC (6), VIP FoodService (3), Nakamura Mortuary (2), Kahili Golf Course (3), Dorvin D. Leis Co., Inc. (2), The Westin Maui Resort & Spa (2), Diagnostic Laboratory Service, Inc. (3), Rising Sun Solar Electric (2), Central Maui Soil & Water Conservation, Tanikai, Inc., Pro-Bilt Construction, Dollar Thrifty Automotive Group, Frito-Lay, Inc., Maui Country Club, Allied Maintenance Services, Tri Isle Personal Care, Inc., ARC of Maui, Alamo RAC, Maui Chemical & Paper Products, Starbucks Coffee Company, Maui Seaside Hotel, Maui Humane Society, Haliimaile General Store, Hawaii Pacific Plumbing Supply, Tom's Mini Mart, Energy Industries, East Maui Irrigation and Hawaii Job Corp Maui to name a few.

Daily maintenance of current and newly posted job listings from Employer Relations via personal contact (face to face), telephone, email and/or faxed job orders is ongoing.

Outreach services are provided on a daily (average 3), weekly (approximately 15) and monthly (average 40-60) basis to various organizations, employers and businesses. Outreach is provided to the Department of Education schools on a regular once per week service to Maui High and Baldwin High. Lahainaluna, King Kekaulike, Seabury, Kamehameha Schools Maui and all Intermediate schools are provided services periodically throughout the school year. WDD/WSM provides overview and services to the University of Hawaii, Maui College and Maui Community School for Adults as requested.

Other events that the WDD WorkSource Maui have participated in:

- ✓ Conducted mock interviews for students at Maui High and Baldwin High Schools
- ✓ On-going assistance provided to High Schools for Guest Speakers to talk with students about industries and careers, employer involvement with mock interviews, soft skills information, internships, mentoring, job shadowing, application and resume preparation
- ✓ Pacific Radio Group Job Fair – Queen Kaahumanu Center
- ✓ Maui Economic Development Board - Holiday Career Fair – Maui High Tech Park (Kihei)
- ✓ Teleconferences and Webinars (USDOL, WDD Admin & State of HI:
 - OJT- NEG
 - Foreign Labor Certification - H2A (TEGL 15-06, Change 1, TEGL 17-06, Change 1, TEGL 32-10, TEGL 33-10)
 - Foreign Labor Certification – H2B
 - State Procurement Workshops
 - Veterans Gold Card Initiative & My Next Move for Veterans
 - Employer Engagement (OJT)
 - Strategies to Increasing Credential in Workforce Programs
- ✓ Staff Training
 - Foreign Labor Certification
 - On-the-Job-Training (OJT) for OJT NEG and SESP grants
- ✓ Guest Speaker:
 - Devin Ruiz, President & Founder – Solar Training Institute
- ✓ Veterans support group meeting at UH/Maui College

Workforce Investment Act (WIA)

WIA staff continues its efforts in the recruitment and enrollment of eligible Adult and Dislocated Worker customers to provide Core, Intensive and Training information and services. Intensive screening for potential participants through HNH, walk-ins, UI claimants, referrals from other WDD programs (Wagner Peyser, Worker Profiling, REA, Veterans), development of Work Experience and On-the-Job-Training components. Management continues to work on strategies to improve recruitment, enrollment, counseling, case management, performance outcomes and overall services provided in the WIA programs

Staff continues to recruit and educate employers, organizations and customers about the On-the-Job-Training National Emergency Grant (OJT NEG) funding. This funding provides an opportunity for Dislocated Workers laid off since January 1, 2008 and considered prolonged unemployed (longer than 20 weeks) to be matched with an employer according to the employer's job opening and customer's employment goal as established in the Individual Employment Plan (IEP). OJT NEG contracts developed between the employer and local area program provides for occupational training not to exceed 6 months depending on job position and reimbursement of up to 90% of the wage rate to compensate for the employer's extraordinary costs depending on employer size

Recruitment and enrollment for the State Energy Sector Partnership (SESP) grant is ongoing and has provided eligible WIA participants and Incumbent Workers the opportunity to training in “green” industry classes. First classes for Solar PV Design and Installation (Solar Electric) and Solar Thermal Design and Installation (Solar Water Heating) were completed in November with a success rate of 100% of our participants completing satisfactorily. In completing these classes satisfactorily, Incumbent and WIA eligible participants have increased their job knowledge, skills and employment opportunities for current and new employment within the “green” industry. Program participants are also eligible to participate in SESP On-the-Job-Training with similar training periods and reimbursement of wages as stated above (OJT NEG).

Other Items

- Local Veterans Employment Representative (LVER) continues his efforts in providing a variety of services to our Military personnel, conducting weekly outreach services to the Maui Veterans Center, daily/weekly employer relations to various businesses including the Trade Unions.

On August 5, 2011, President Obama announced a comprehensive plan to lower veterans’ unemployment and ensures that service members leave the military career-ready. The announcement included several initiatives including the creation of a suite of “Gold Card” services for veterans. The “Gold Card” provides unemployed post 9/11 era veterans with the intensive and follow up services they need to succeed in today’s job market. Service members are projected to leave the military between 2011 and 2016. The President believes we have an obligation to make sure our veterans are able to navigate this difficult labor market and succeed in the civilian workforce. The “Gold Card” initiative is a joint effort of the Department of Labor’s Employment and Training Administration (ETA) and the Veterans’ Employment and Training Service (VETS) and is available effective November 7, 2011.

The “Gold Card” services will include a combination of intensive case management and counseling services, skills assessment, career coaching and job search assistance over a six month period to jump start veterans’ job search process and reconnect them to the civilian labor force in high demand sectors. Services are designed to help jobseekers navigate a more complex and challenging job market and can do so by helping veterans’ identity transferable skills, career goals and job search strategies. Effective November 7, LVER has opened intensive case management files for all eligible “Gold Card” post 9/11 era veterans.

Outreach includes educating our businesses about the “Jobs for Veterans Act”, “Hire Vets First”, job order intakes including the monitoring of Federal Contractor Job Listings (FCJL), referral of eligible veterans to jobs and/or training, work opportunity tax credits and other services with emphasis of keeping the lines of communication open on any and all updates regarding Veterans.

LVER participated in MEDB’s Holiday Fair providing overview of services through WDD/WSM and the One-Stop Resource Center. LVER encouraged and referred Veterans to attend this event.

- Disability Program Navigator (DPN) program staff continues to provide outreach services to various agencies on Maui to summarize, educate and promote the hiring of persons with disabilities. DPN staff continues to provide monthly overview, program awareness and updates to all staff of WDD/WSM.

DPN staff has attended numerous Webinar training sessions and attended monthly meetings with the Developmental Disabilities Council Maui Committee (DD Committee), Maui Disability Alliance, Medicaid Infrastructure Grant Committee and Vocational Rehab.

DPN staff is assisting with the Maui Disability Resource Fair known as "BIG M.A.C." (Moving Across the Community) which will be held in February 2012. The "BIG M.A.C." transition affair is for students with an Individualized Educational Plan and their families. Students and their families will learn about and develop a transition plan once students leave high school. Resources and services include employment, transportation, guardianship, how to obtain a State ID and referrals to other supportive agencies.

DPN staff attended 16th Annual Maui Disability Alliance Legislative Forum held on October 20, 2011 with over 200 people in attendance. The Maui Disability Alliance Legislative Forum host this event for individuals with disabilities and for those who have loved ones that are disabled to have an opportunity to meet with and share their experiences with policy makers. Topics covered during the forum included Transportation, Employment, Housing, Veterans, Discrimination, Children and Adult Mental Health Funding, Homelessness, Autism, Bullying and Assisted Suicide. Service agencies, State Representatives, State Senators and Maui County Council Members were in attendance. The Maui Disability Alliance was established to increase awareness and to give voice to a broad range of issues facing individuals with disabilities.

- Trade Adjustment Assistance (TAA) Effective October 1, 2011, TAA funds were no longer available to service participants under this funding, however, due to participants' dual enrollment with the WIA Dislocated Worker formula grant, there was no break in any service provided to participants. TAA participants are former employees of Maui Land and Pineapple Company (ML&P) laid off since 2007.

Case management and training needs assessment is on-going and enrollment to the Spring Semester has been completed. Tuition and support services (books, tools, etc) have been requested and requisitioned. Courses of study include Sustainable Energy, Human Services, Accounting, Business Administration and Building Maintenance.

TAA staff has also assisted participants with updated information on COBRA, Unemployment Insurance, TRA/ATAA (trade associated benefits), job search, development and referral services.

The process for exiting participants who are no longer receiving TAA related benefits and/or services has begun including exits due to back to work, retirement, relocation, etc. All exited participants will continue to receive 12 months of follow up services starting the quarter after exit.

- Re-employment & Eligibility Assessment (REA). The goal of the REA program is to ensure that claimants meet UI eligibility requirements as well as registration for work and posting an on-line resume with the Workforce Development Division's HireNet Hawaii operating system.

REA participants are provided with in-depth labor market information including counseling services to facilitate their return to the workforce in the shortest timeframe possible. Claimants are provided workshops on career exploration, job outlook, occupational needs, resume assistance, overview of the WIA programs and HNH.

For the current PY11 program period for REA (8/1/11 – 3/31/12), WDD Wailuku office is expected to service 1116 participants and as of 12/31/11, Wailuku office has serviced 893.

- Volunteer Internship Program (VIP) Hawaii Department of Labor and Industrial Relations (DLIR) initiative designed to stimulate job growth in Hawaii. Former Governor Linda Lingle developed this innovative project in response to Hawaii's growing job loss. VIP is a voluntary program that allows job seekers, especially those receiving unemployment insurance (UI) benefits to gain workforce training. Upon successful completion of training, interns receive a

certification of job skills acquired and consideration for employment. The opportunity to train through VIP is limited to a maximum of 32 hours per week for up to 8 weeks.

For Maui County, 102 customers have completed the VIP application process on-line, 95 have been provided VIP overview and orientation and 17 have been placed into VIP agreements with various employers.

More information may be found at www.hawaii.gov/labor/vip.

- On-going assistance is provided to employers interested in Foreign Labor Certification (FLC) and Work Opportunity Tax Credit (WOTC). In this past quarter, no applications were received for FLC/H2A, however, assistance provided to Hawaii County in their efforts to recruit US workers for an H2A employer. WDD received 127 new requests for WOTC determinations.

B) KU'INA PROGRAM – (WIA Youth Services Provider)

Post-Secondary Education

For the Spring 2011 semester, the Ku'ina Program exited 15 participants, most of which successfully completed their requirements and marked as positive hits on upcoming performance measure reports.

For the Fall 2011 semester, 18 students were in post-secondary education and 20 students were in the pre-enrollment phase. All 18 students completed the semester while two of them earned certificates, and will consequently exit the program successfully. They are both continuing their education to earn higher degrees. In addition, 20 students were in the pre-enrollment phase, of which seven successfully past and are now in the program for the Spring 2012 semester.

Ku'ina will have 23 students in post-secondary education and seven students currently in the pre-enrollment phase. These students are pursuing a broad range of degrees including Liberal Arts, Culinary, and Business Careers. The program is anticipating graduating three students in Spring 2012.

For the past two year, program staff has been advocating for "Early Registration". Normally, students who have less than 24 credits may register, at the earliest, the fifth day of registration. Last month, the program's request for "Early Registration" request was granted which means that Ku'ina students who have less than 24 credits are able to register on the second day of registration versus the fifth day. This will allow Ku'ina students to register for the classes they want before the class is filled.

Also, the Ku'ina Program has built stronger relationships with two other support service programs on campus, Mu'o'A'e and Pai Ka Mana Student Support Services. Through the funding of Mu'o'A'e, we have Kaiiau Student Success Center. There will be tutors available to service Ku'ina students primarily in Math and English classes. This will help the success and retention of participating students.

Ku'ina staff has been on Moloka'i once every month to conduct workshops, case management, and outreach. There are currently two enrolled students and one pre-enrolled student from the island.

Secondary Education

For the Fall 2011 semester, the Ku'ina Program had three students pursuing their GED/CBASE diploma. Two of the students attained their GED this past summer and are currently

enrolled at UH Maui College. The third student passed all her CBASE exams and needs only to pass her Mastery exam to attain her diploma.

Outreach

Ku'ina participated in various outreach efforts this semester including the Veterans Fair, College Fair, and Makaukau Pa Event. Program staff also conducted outreach to various Math classes, Biology classes, and Welding classes within the college.

3) ACTUAL vs. GOALS

Maui County's Performance Measures for period ending December 31, 2011 (2nd Quarter PY11):

CATEGORY	MEASURES	ACTUAL		GOALS (neg)
		Current Qtr	Cuml. Qtr	
ADULT	Entered Employment Rate	100.0%	100.0%	65%
	Employment Retention Rate	0.0%	100.0%	74%
	Earnings Change	\$0.00	\$8,295.1	\$10,800
	Employment and Credential Rate	100.0%	100.0%	62%
DISLOCATED WORKER	Entered Employment Rate	80.0%	94.1%	57%
	Employment Retention Rate	100.0%	92.3%	57%
	Earnings Change	\$17279.5	\$15,075	\$5,996
	Employment and Credential Rate	100.0%	100.0%	57%
OLDER YOUTH	Entered Employment Rate	0.0%	100.0%	33%
	Employment Retention Rate	0.0%	100.0%	60%
	Earnings Change	\$0.00	\$5,475	-\$244
	Credential Rate	0.0%	33.3%	38%
YOUNGER YOUTH	Skill Attainment Rate	40.0%	69.6%	71%
	Diploma Attainment Rate	0.0%	37.5%	44%
	Retention Rate	100.0%	60.0%	44%
CUSTOMER SATISFACTION	Employer	State to provide at a later date		72%
	Customer	State to provide at a later date.		82%

Note: The information on the above report was taken from the 2nd Quarter report for PY2011 provided by the State DLIR/WDD.

4) OTHER: NONE