

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

Date:	April 3, 2012
Island:	Maui County (Maui, Molokai, and Lanai)
Prepared By:	Roland Prieto

1) SUMMARY

The Maui County Workforce Investment Board (MCWIB) continued to progress under the leadership of Chair Leslie Wilkins. Lyn McNeff has been elected as Vice Chair at the MCWIB's February 21, 2012 meeting. In addition, the WDC has determined that the MCWIB's membership roster is compliant under WIA criteria. Certification of the MCWIB is pending the submittal, review and approval of the new roster of our Maui County Youth Council.

The County continues to work diligently to expend SESP funds. An expenditure plan for the remainder of the grant term has been provided to the WDC staff. Staff from the County as well as the WDD Maui Branch office has also met with WDC staff to initiate preliminary discussion on presenting an Agriculture Skills Panel Forum to Maui. The County anticipates expending administration and training dollars from the SESP grant as a result of this skills panel forum. Solar Training Institute (STI) continues to be a viable alternative to the college for employers and any participants interested in training in the green industry.

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)

Note: Updated activities for the WIA Adult and Dislocated Worker service provider were unable to be obtained by the due date of this report. Upon receipt the County will submit to the WDC immediately for inclusion.

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 love 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.

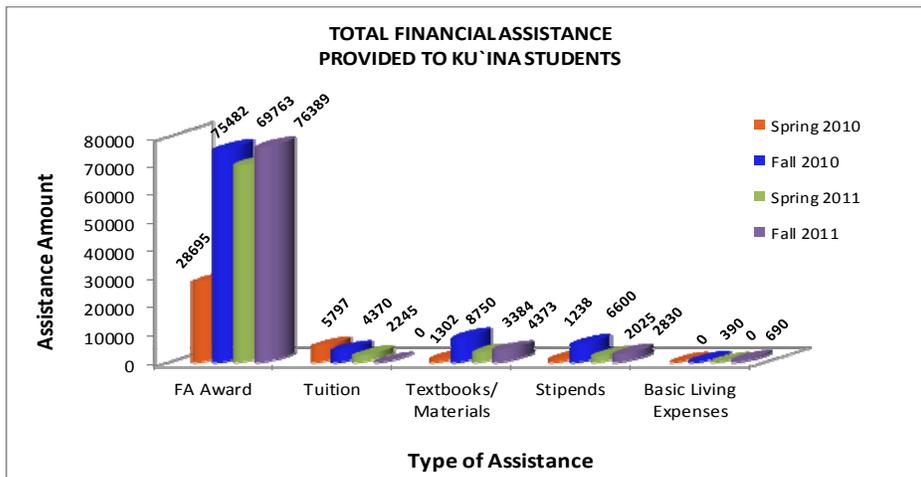
B) KU'INA PROGRAM – (WIA Youth Services Provider)

Post-Secondary Education

For this report, the Ku'ina Program submitted data that reflected the progress of the youth program from Spring 2010 to Spring 2012. Numbers indicate that with program services and financial assistance, the program participants are doing well as reflected in the persistence rate. (Persistence is defined as when a student has completed a semester and enrolled into the following semester.)

Total Financial Assistance Provided to Ku'ina Students

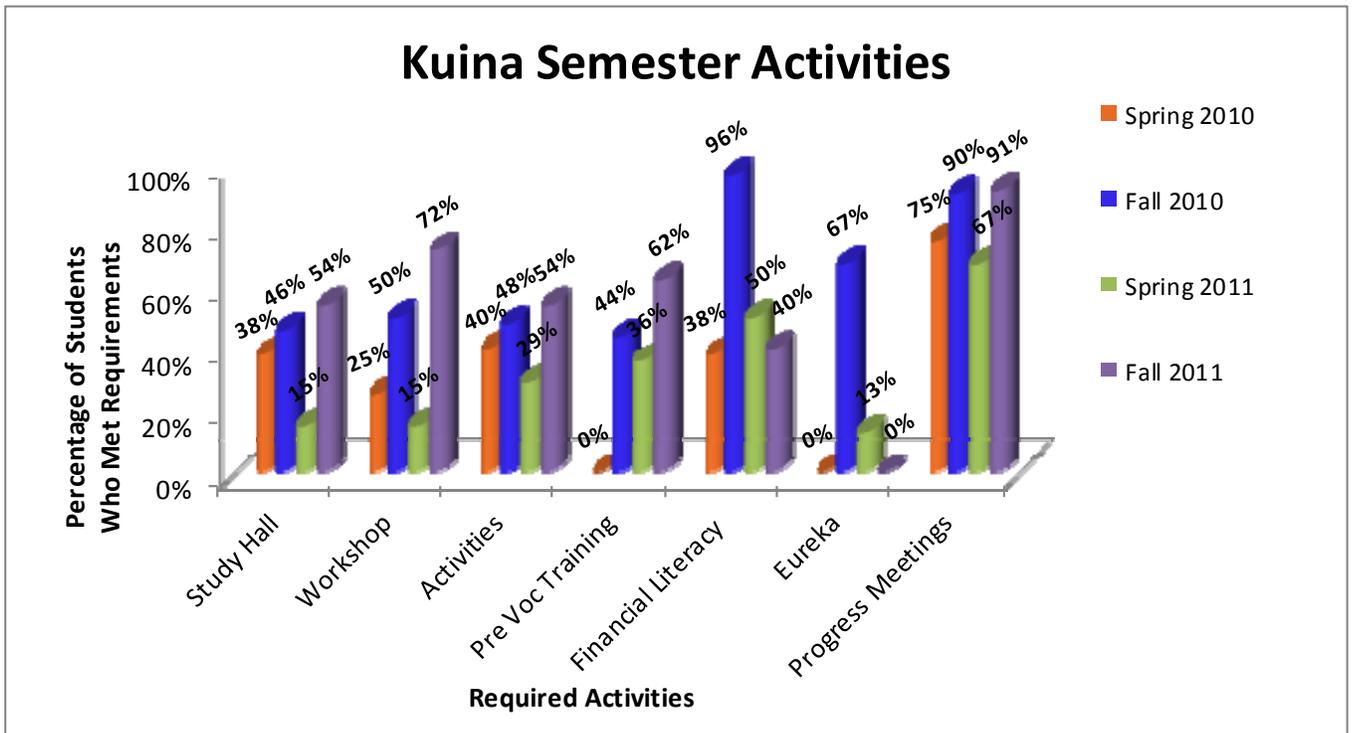
Since Spring 2010, on average, Ku'ina students were awarded more Financial Aid award (Pell Grant, Scholarships). Ku'ina staff required students to see the Financial Aid Office and Educational Opportunity Center to apply for these funds. Since students needed less financial assistance from Ku'ina for tuition, Ku'ina was able to increase the budget used for Textbooks/Materials, Stipends, and Basic Living Expenses. In removing financial barriers for the students, it allows students to focus on school and persist through each semester and graduate.



Ku'ina Semester Activities

In an effort to see students to persist semester by semester and eventually graduate, Ku'ina requires students to be involved in their educational process throughout the school year. All students are required to meet with program staff 2-3 times per semester. In addition, all pre-enrolled and students who attain a GPA below a 2.5 the previous semester are tasked to complete one or more of the mentioned activities below. A graph to show how many of the required students actually completed the activity is also attached below. The definition of the requirement of each activity is as follows:

- 1) Study Hall: Two (2) logged hours a week on campus for the duration of the semester. In a seventeen (17) week semester, a student is required 34 hours of study hall (17 weeks x 2 hours per week = 34 hours of study hall for the semester) on campus. If a student missed a week of study hall, they are required to attend 40 hours of study hall in that semester.
- 2) Workshops: Attend at least three (3) success workshops sponsored by a program on campus
- 3) Club Activities: Attend at least three (3) club activities sponsored by a program on campus
- 4) Pre-Vocational Training: Complete a pre-vocational training course (IS 105C "Orientation To Employment" or "Bring Your A Game to Work" curriculum)
- 5) Financial Literacy: Complete at least four online modules of the USA Funds curriculum
- 6) EUREKA: Complete an on-line career assessment



In all areas but one, the percentage of program students completing the required program activities increased. The one activity students did not increase was EUREKA (online career assessment). EUREKA was not offered to program students in Spring 2010 and Fall 2011 but will be offered in future semesters.

Student Outcomes

	SP 2010	Percentage	FALL 2010	Percentage	SP 2011	Percentage	FALL 2011	Percentage	SP 2012
AVG CR ATT	10		12		11		12		In Progress
AVG CR COMPL	8	80%	9	75%	9	82%	11	92%	In Progress
AVG TERM GPA	2.46		2.75		3.12		2.8		In Progress
# OF STUDENTS WHO EARNED CREDENTIAL	3		4		6		3		In Progress
CREDENTIALS EARNED	12		9		9		10		In Progress

Ku'ina's ultimate goal is to see students persist semester by semester and eventually graduate with a credential. If students persist and graduate, this will position students to meet the seven WIA Youth Performance Measures.

Since 2010, program students average GPA increased from a 2.46 to a 2.8. The students' average credit completion rate increased from 80% in Spring 2010 to 92% in Fall 2011.

There could be many factors that contributed to the increased GPA, and increased average credit completion rate. Three main factors may be 1) the increased financial assistance, 2) increase of students being engaged in their academic journey, and 3) strong partnerships with on and off campus agencies.

Ku'ina plans to continue to provide these services as it is evident that the work of Ku'ina staff is greatly impacting the WIA youth on Maui.

Outreach

Ku'ina staff have been actively involved in outreaches in the high schools. A targeted outreach this next month to graduating high school seniors will take place. These outreaches are to facilitate eligible Ku'ina students to graduate high school and enter UH Maui College. Ku'ina will provide necessary service that would lead to WIA recognized credentials and employment opportunities.

Performance Measures

In the preliminary 2nd Qtr Reports, the Ku'ina Program was hitting 4 of the 7 performance measures. With the positive data listed above, Ku'ina expects to hit all 7 performance measures in the near future.

Hiring of a Youth Counselor/Case Manger

In March 2012, the Ku'ina Program hired a new Youth Counselor/Case Manager. This position will aid in the service of youth and assist in helping program meet the WIA performance measures.

Work Experience

Currently, there are 5 students completing a paid internship. Ku'ina is currently working on establishing paid internship possibilities for this summer.

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**