

# Hawai'i County Workforce Investment Board (HCWIB) Report to the WDC

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County: Hawai'i

Compiled by: Kathleen Nielsen

## 1) Summary

OJT contracts with employers have increased in WIA, NEG and SESP over the past few months due to extensive employer outreach.

Follow up actions are being discussed at the State and local levels regarding next steps and earlier-agreed action steps.

In light of a stubborn economy, BIWC and HIWEDO successfully completed 3 Entrepreneur Expos to assist job seekers with supplemental or primary income sources. Well over 200 job seekers and aspiring entrepreneurs attended these expos over the past 9 months with favorable reviews received from all 3 events.

Hawaii Island Healthcare Alliance and its Recruitment & Retention Committee, co-chaired by WDD and the Mayor's Office, recently expanding its work teams to include an active Youth Pipeline Team that will promote internships, mentoring, career shadowing, health career fairs, a cadres of healthcare speakers, etc.

The 3<sup>rd</sup> Annual Ho`omohala Awards Banquet will be held on Sept. 28 at the Imiloa Astronomy Center to recognize business leaders who advocate for their employees with disabilities. This East Hawaii event will be followed by a West Hawaii employer recognition event under the auspices of the recently-acquired Disability Employment Initiative for Hawaii Island and Maui. As the grant prescribes, steady promotional efforts are being taken to inform eligible consumers, service providers and stakeholder.

With Rural Outreach Services Initiative presentations done in Keauhou and in Waikiki, the concept of bringing valuable, rotational services to rural communities has a greater potential for expansion. This new concept in the Governor's New Day Vision is gaining momentum and promotes a community vision of rural community empowerment for its residents. Currently under consideration is the possibility of connection Waimea with ROSI and developing a satellite one-stop center in Mountain View. NOTE: We plan to be a part of an ongoing consortium headed by Neighborhood Place of Puna.

Our Going Home, prison-to-community re-entry initiative is holding its first fundraiser on Aug. 2 so funds can be directed to much needed supplies to assist with the ex-offenders' job acquisition or retention.

The Huiana Student Internship Program is now in East and West Hawaii.

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.

## 2) Individual WIA Programs

### Workforce Development Division - Adult Program:

Unemployment rate for Hawai'i County (June 2012) is 10.1%, the State is at 7.1% and the nation is at 8.4%. Hawaii County, from a year ago at the same time was 11.2%. Typically, 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.

Despite employment opportunities remaining scarce, WDD staff continues to provide an array of job readiness workshops with heavier emphasis on career navigation, job development and counseling.

In order to generate and reestablish relationships with local employers, counselors continue to promote services, facilities, Employer Resource Center, Tax Credits and On-the-Job Training opportunities.

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.

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.

The newly acquired Disability Employment Initiative which focuses on partner and staff education, the Ticket to Work program and employer involvement will also link to increasing adult numbers in WIA as part of its objective.

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.

As of June 30, 2012, Hawaii Branch Adult enrollments is at 288. The goal for the program year is 221. Current enrollments exceed the program year goal by 30%.

### **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.

There continues to be an 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. Many others 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.

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 June 30, 2012, Hawaii Branch Dislocated Worker enrollment is at 253. The goal for the program year is 231. Current enrollments exceed the program year goal by 9.5%

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

**Number Served:** Ola has served sixty-nine older and younger youth. Of these, forty-six are age 14-18 and twenty-three are age 19-21.

**Success:** Changes in the DOE's community school for adults program in Hilo are pending, however, the CB ready youth will continue to receive basic skills curriculum, especially in reading and math, financial literacy, job search and readiness preparation, individualized tutoring, and self-study on the PLATO learning system. The CB Health Unit for three West Hawaii youth began on June 26 with the approval of KCSA Principal, Robin Krueger.

Youth who are not ready for CB classes continue to receive basic skills instruction and participate in leadership and life skills activities. The youth continue to receive individualized tutoring & are encouraged to perform self-study on PLATO learning system.

Sixteen youth received their CBHSD and one youth received her GED from HCSA during graduation ceremonies held on June 23 at Hilo High School.

Both Hilo and Kona youth continue to participate in direct community service activities. Hilo youth are learning how to become more self-sufficient by growing vegetables in a garden at the Hilo Boys and Girls Club. The Kona youth are learning the importance of keeping our island clean by providing clean-up services at the City of Refuge Park in Honaunau.

The Hilo youth participated in the Mahi a Ai, health and wellness project for 10 weeks from April-June. The Mahi a Ai project was free to the youth and taught them the importance of life skills in a loving, safe, hands-on learning environment. It provided the youth the knowledge, skills, and tools needed to lead healthier lifestyles, through working together to grow and prepare nutritious food. The Family Night "Hoike" was held on June 7 at Goodwill with families, friends, mentors and staff in attendance. The project collaborators included the Boys and Girls Club of Hilo, Hawaii Island Beacon Community, Waiehu Land LLC, University of Hawaii at Hilo, Lihikai Cultural Learning Center, Big Island Wellness Solutions, Keaukaha-Panewa Farmers Market and Cross Fit Big Island.

The Kona youth are scheduled to participate in the City of Refuge in Honaunau Annual Cultural Festival in July.

New referrals continue to be received at the Hilo & Kona offices to accommodate both the youth and their parents/guardians. Referrals continue to be received from our other Goodwill program staff such as FTW/VR, SEE & TANF in Hilo and Kona.

Staff met with WDD staff in Hilo on June 29 & July 2 to exchange information on each of their program eligibility requirements and to encourage referrals from both agencies. A tour of the facilities of both agencies for staff was included in these visits. WDD has offered free desk space for Ola staff to be available to prospective participants. A tour of the facilities of both agencies was included in these visits. A similar visit to the WDD Kona office is planned.

**Staffing:** Recruitment efforts are underway to fill the full-time Administrative Assistant & the part-time Curriculum Developer positions.

**Outreach Efforts:** All staff continue to advocate and promote the Ola youth programs. A number of referrals continue to be received from our other Goodwill program staff such as FTW/VR, SEE & TANF in Hilo and Kona. There has been active outreach by all staff who advocate and promote the Ola youth programs each month especially in the rural communities. The staff will continue to conduct quarterly follow-up visits to these agencies.

The Program Coordinator and staff met with community members and government agencies on June 28 in the Hawaiian Ocean View, Ka'u and Kailua-Kona districts, to provide information about the services provided and the benefits to their youth.

## **Part II Program Services/ Activities:**

### **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'uhoonua 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, Hawaii Island Beacon Community, Waiehu Land LLC, University of Hawaii at Hilo, Lihikai Cultural Learning Center, Big Island Wellness Solutions, Keaukaha-Panewa Farmers Market and Cross Fit Big Island.

### **Paxen – In School Youth Program:**

Currently, we are serving an enrolled total of Thirty-Eight (38) "ACTIVE" participants. We had an "Annual Planned Total" of Fifty-Eight (58) participants for Program Year 2011-2012, but we currently have a total of Fifty – Nine (59) "active" and "exited" participants for PY 2011-2012. Our current "Active" numbers for the West side of the Island are Twenty (20) and Eighteen (18) for the East side of the Island.

During the month of June, we focused on partnering our PY 11-12 WIA participants with Summer Work Experience. We were able to confirm all worksites participation with our Participant Summer Work Experience, hours increase from 30 hrs to 80 hrs for this Program Year.

During the month of June we had a participant complete his school year with a 2.9 GPA, an increase from a 1.3 GPA. When this participant initially enrolled into the WIA program, his mother mentioned shared concerns that he does not like to socialize or "go out

of the house”, he didn’t like school, sports (although his older brothers were very athletic) and had no foresight on what his future held. He had just moved back from Alaska and after casemanaging him for a few months, we realized that he had drive but needed close casemanaging. We provided him with tutoring, partnered him with a high school football coach as a mentor, and after reviewing his skills/likes/hobbies we realized that he’d be great at the Boys & Girls club. As of this month, he completed 80 hrs working with the younger youth at the Boys & Girls Club (and enjoyed every minute of it), he has signed up for football and begun Summer conditioning there, and is looking forward to the school year starting up again. He is very happy with where he is in his life.

We continue to provide follow up to the Twenty-One (21) participants who have been exited during PY 2010-2012. Ten of those participants are currently employed, Five are currently enrolled in University of Hawai’I system, Two will be attending other colleges and three have been unable to reach. 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, Pahoa 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:**

Apr. 2-3: Federal monitoring of WIA and Wagner-Peyser Programs  
Apr. 4: Recruitment & Retention (healthcare occupations) meeting  
Apr 4: Staff training on WIA and Wagner Peyser updates on Oahu  
Apr. 5: Rural Outreach Services Initiative (ROSI) Navigator Strategic Planning meeting at NHERC  
Apr. 10: Going Home Employer Relations, General Membership and Executive Committee Meetings  
Apr. 12: Business Leadership Network Planning Meeting for May 18 Employer Forum (labor laws, etc.)  
Apr. 18: Workforce Solutions Business Close Up Session  
Apr. 26: Huiana Hoike (graduation) for interns completing Spring Session  
May 10: 3<sup>rd</sup> of 3 Entrepreneurs Expos  
May 18: Business Leadership Network sponsorship of Labor Laws Employer Workshop at Hilo Hawaiian (Director Takamine, EEOC, Hawaii Civil Rights Commission, etc.)  
May 18: Follow up presentation to ROTC Kealakehe HS seniors on WDD programs/services.  
May 21: Drug Court Employer Luncheon: promoted WDD programs with employers to promote drug court clients.  
May 22: Hawaii Island Beacon Community’s Community Engagement Committee Meeting  
May 24: Drug Court presentation (BIWC services to probation officers, parole officers, and Judge Nakamura  
May 29: DEI Kona Interagency meeting: met with various disability service providers to explain grant.  
May 30: Youth Council monitoring of Goodwill.  
May 30: attended strategic planning meeting with OCETS in Kona.  
May 31: continue to meet with Kona Kohala Chamber Employment Resources committee as economic forum follow up.  
June 1: Attended UluMau presentation on partnership with Ka I Ka Malie Resoure Center and kupuna/keiki computer project.  
June 6: Hawaii Island Healthcare Alliance’s Recruitment & Retention telecom meeting to expand youth pipeline for health careers  
June 8: Entrepreneurs Expo III at Hawaii Community College  
June 12: Monthly Going Home Consortium Meetings  
June 14: ROSI (Honokaa) Navigators meeting to establish governance  
June 19: LWIB Executive Meeting  
June 20: Workforce Solutions Meeting (to plan for upcoming events for Oct. Disabilities Awareness Month  
June 20: Meeting with First Hawaiian Bank Senior and Assistant VP’s re: upcoming economic outlook forum  
June 20: Meeting with First Hawaiian Economist Leroy Laney to discuss economic projections related to employment.  
July 24: LWIB Oversight Committee Meeting  
June 25: ROSI presentation to Cities for Financial Empowerment Coalition in Keahou (members from across the country)  
June 29: ROSI presentation to Empowerment Conference in Waikiki  
June 29: Kona Kohala Chamber annual meeting  
July 1: SESP OJT with Heritage Ranch.  
July 3: Business Leadership Meeting (planning for 3<sup>rd</sup> Annual Hoomohala Awards  
July 5: Enterprise RAC held job fair at WDD Kona.  
July 10: ROSI breakfast meeting with 27 partner agencies and Director Takamine, Rep. Mark Nakashima  
July 10: coordinated Going Home Employer Appreciation Event

July 14: DEI Disabilities Resource Coordinator’s presentation to ROSI  
 July 16: Meeting with Hilo Medical Center Administrator, JABSOM officials, HIWEDO, HawCC re: start of Youth Pipeline work group (to better connect health occupations with high school students).  
 July 17: LWIB Outreach Committee meeting  
 July 20: 2 Huiiana interns completed internship with Huggo’s Restaurant for culinary training.  
 July 21: booth at Disabled Artists event at the Prince Kuhio Plaza

### 3) Other Items/Programs

**EUC:** Continue to serve Unemployment Insurance Claimants on extended benefits with job readiness and labor market information workshops in Hilo, Kona and Waimea. With UI extensions scheduled to end on Dec. 31, 2012 this program critical to assisting job seekers with finding work.

**REA-** Re-Employment & Eligibility Program continues with approximately 67 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.

**NEGOJT:** Able to execute 13 NEG OJT contracts and expected to expend 100% of funding. Our VIP Program is being promoted as a pre-hiring option 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.

VIP intern volunteering in IT dept with Hawaii Community FCU.

**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:** Has approximately \$45K earmarked for interested OJT employers

Insufficient training funds due to higher-than-anticipated cost of all training modules although enrollment goals have been met- OJT with Heritage Ranch for a volunteer coordinator position executed.

Special SESP Initiative to start with Waimea Hawaiian Homesteaders Association (training farmers to farm in “green” methods)

**Disabilities Employment Initiative Grant DEI:** Selected as a pilot one-stop operations with Maui County. Both Disabilities Coordinator and Business Rep. on board and receiving training from WDC via bi-weekly teleconferences. In process of setting up a Business Leadership Network in West Hawaii. In process of surveying employers to provide input on needs for training sessions and to provide employers information on DEI. Commencing with staff and partner training.

### 4) Quantitative Report – 3rd Quarter PY 2011

<b>Actual vs. Goals (3rd Quarter PY 2011)</b>	<b>3rd 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 *	0% **	40.00%	250%
Older Youth Retention Rate	0 *	100%	60.00%	167%
Older Youth Earnings Increase	0 *	\$7,464	\$1,750	427%
Older Youth Credential/Diploma Rate	0 *	0 *	38.00%	263%
Younger Youth Skill Attainment Rate	27.30%	64.80%	71.00%	123%

Younger Youth Diploma or Equivalent Rate	12.50%	30.40%	46.00%	121%
Younger Youth Retention Rate	45.50%	48.40%	44.00%	152%

**Adult Program**

Entered Employment Rate	75.0%	59.6%	50.00%	103%
Retention Rate	85.7%	81.4%	82.10%	102%
Average Earnings	\$9,777	\$10,612	\$10,800	99%
Employment and Credential Rate	66.7%	69.4%	55.00%	118%

**Dislocated Worker Program**

Entered Employment Rate	64.3%	69.9%	65.00%	97%
Retention Rate	87.5%	88.6%	86.00%	106%
Average Earnings	\$10,610	\$13,268	\$14,750	100%
Employment and Credential Rate	85.7%	83.3%	60.00%	108%

\* 0/0 not negative

\*\* 0/1

## 5) Other

### HCWIB Quarterly Meeting:

The HCWIB held its quarterly meeting at on Wednesday, May 9, 2012. August 9, 2012 in Kona at the Ulu Wini transitional and long term housing facility and community center.