

Hawaii State Request for a Waiver:

Waiver from the requirement to conduct WIA Customer Satisfaction Surveys only over the phone Per WIA Section 136 and WIA Final Rule CFR Part 666 and USDOL ETA TEGL 36-10 Submitted April 16 2012

The Hawaii Workforce Development Council (“WDC”), as well as the Workforce Development Division (“WDD”) of the Department of Labor and Industrial Relations, as the State of Hawaii’s administrator for the Workforce Investment Act (“WIA”) is submitting a waiver to exempt the state of Hawaii from the requirement to conduct customer satisfaction surveys only over the phone, per WIA Section 136 and WIA Final Rule CFR Part 666.

The State has consulted with the Local Workforce Investment Boards (“LWIBs”) and the WDD regarding the need for this waiver.

1. Identify the statutory or regulatory requirements to be waived.

Waiver of WIA Section 136, WIA Final Rule CFR Part 666 and USDOL ETA TEGL 36-10 requiring the state to conduct customer satisfaction surveys by telephone only.

2. Describe the actions that the State or local area, as appropriate, has undertaken to remove State or local statutory or regulatory barriers.

There is no state or local barriers to implementing the requested waiver.

3. Describe the goals that the State or local area in the State, as appropriate, intends to achieve as a result of the waiver and expected programmatic outcomes.

The State of Hawaii would like to gain flexibility in the ability to obtain customer satisfaction surveys. Currently it is required the customer satisfaction surveys must be obtained through a interview done by telephone based on instructions by the USDOL. The State of Hawaii would like to give those companies that are being surveyed the option to complete the survey either through an e-mail form that is sent to the company or by a on-line web-based form that is hosted on a secure server.

The goal is for the state to capture more customer satisfaction information more efficiently. This will allow the timely aggregation and comparison of results so that program adjustments can be made rapidly.

4. Describe the individuals impacted by the waiver.

This waiver will provide the state agency and local areas the ability to direct clients to a wider variety of ways to input their information. This will positively affect clients who use the statewide WIA system by allowing them the option to provide their feedback through non-phone interview processes.

5. Describe the process used to monitor the progress in implementing such a waiver.

Upon notification of the approval of this waiver, a WIA Bulletin will be issued to notify local areas of the new policy. The state administrative entity for the WIA will continue to monitor the implementation and impact of the waiver through regular performance reporting that is currently occurring. Furthermore, issues relating to meeting performance goals at the local areas will be identified and provide guidance, resources or a combination to address those issues.

6. Describe the process used to give local boards the opportunity to comment on the waiver request.

This waiver request is initiated by the Workforce Development Council of the State of Hawaii Department of Labor and Industrial Relations. It is circulated to the counties and local boards for their input and comments. The Workforce Development Council reviews the comments from the boards to ensure that they are in agreement with the request.

7. Describe the process for public comment.

On April 2, 2012, the WDC posted the proposed waiver, as part of the public notice of the WDC meeting on April 12th. This notice and ability to access the draft copy of the waiver currently will sit on the Website at www.hawaii.gov/labor/wdc should the public wish to access, read and comment on the proposed waiver. Furthermore, the WDC, at the 4/12/12 meeting, of which the public is invited to attend, discussed the waiver and voted to move ahead with the request to the USDOL. The WDC agenda is sunshined and posted on the Council's website to ensure adequate public notice.