

WIB report to the WDC
(For February 14, 2013 WDC Meeting)

Date:	February 1, 2013
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 Youth Council roster is nearly complete with only the need to fill the parent requirement as outlined under WIA Public Law, Sec. 117 (h)(2)(iv) “parents of eligible youth seeking assistance under this subtitle.” Scheduling a meeting has been a challenge due to the individual schedules but hope to have the council’s first meeting in the near future.

The County continued to work diligently to expend SESP funds. As a result of the Maui Agriculture Skills Panel Conference on June 7, the County, in partnership with the WDD Maui Branch and agriculture industry contacts on Moloka’i, sponsored a water management workshop on October 26, 2012. A second in-the-field demonstration will be conducted at a later date to be determined. In addition, a similar water sustainability workshop was sponsored by the County and presented by the University of Hawaii Maui College (UHMC) on December 12, 2012. Both workshops were well attended. The workshops were presented is in hopes of building confidence in government and its willingness and ability to support the agriculture industry by providing immediate returns stemming from the skills panel conference. It is the plan for the County to continue collaborative efforts with UHMC and those in the industry to help grow and sustain the 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)

Assisted the following employers with their respective on-site recruitment efforts: Sheraton Maui Resort (11), Hyatt Regency Maui (19), Ritz-Carlton (19), UH-Maui College (9), Lowe’s (22), Starwood Hotels & Resorts (21), Oceanic Time Warner Cable (3), Maui Electric Company (3), Maui Floral (6), Atlantic Coast Merchandising (4), Grand Wailea Resort, Hotel & Spa (12), Hawaii Job Corps Center (4), Aloha Waste Systems, Inc. (2), Aloha Contract Services (15), Cycle City Ltd. (12), Jobline X-Press (9), Hawaiian Commercial & Sugar Co. (8), Hale Makua Health Services (9), Saver’s Maui (4), Valley Isle Fencing (3), Hotel Wailea Maui (4), Jackson Hewitt Tax Service (20), Goodwill Industries of Hawaii (5), Dudoit Landscapes, LLC (4), Maui Economic Opportunity, Inc. (5), Dean Foods dba Meadow Gold (4), H & R Block (6), VIP FoodService (2), Allen’s Plumbing Inc. (2), Young Brothers, Ltd (2), Molokai Ohana Health Care, Inc. (2), Kihei Aloha Ice Cream Parlor, Leslie Arakaki DDS, Southern Wine and Spirits, American Savings Bank, Employer’s Options, Diagnostic Laboratory Services Inc.-Molokai, Cameron Center, Stillwell’s Bakery & Café, Rawlins Chevron

Service, Sears, Office Max, Maui Carpet & Drapery/Abbey Carpet, Avis Budget Group, Marriott Maui Ocean Club, Air Liquide America, Pacific Restaurant Supply and Hardware Lumber Maui to name a few.

Daily maintenance of current and newly posted job listings from Employer Relations and/or telephone, email and faxed job orders is ongoing.

Outreach services are provided on a daily (average 3), weekly (approx. 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. UH-Maui College and McKinley Community School - Maui Campus are provided services as requested.

Other events that the Workforce Development Division/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
- ✓ WDD/WSM participated in the following Webinars and teleconferences:
 - USDOL – Alien Labor Certification (ALC)
 - USDOL – ALC – H2A/H2B
 - USDOL – Job Service Complaint System
 - Community College Career & Technical Training Grant (C3T)
 - Follow up conference with Director/Labor- D. Takamine
 - USDOL – H2A iCERT Implementation
 - Disability Employment Initiative (DEI)
- ✓ Pacific Radio Group Job Fair – Queen Kaahumanu Center
- ✓ Kalima O Maui Job Fair – Kalima O Maui location
- ✓ Participated in “Women of Power Stand Down” event for Veterans – Maui Economic Development Board – Women in Technology
- ✓ Technical Assistance Training/Oahu – Rapid Response #2
- ✓ Training/Oahu – HireNet Hawaii upgrade to version 12.05
- ✓ Technical Assistance Training/Oahu – Rapid Response #3
- ✓ Technical Assistance Training/Maui – DEI
- ✓ One-Stop site visit and overview of WDD/WSM services to UH-Maui College - Job Readiness class
- ✓ One-Stop site visit and overview of WDD/WSM services to Maui High School students – Career Pathways

WIA (Workforce Investment Act)

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, REA EUC, 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.

WIA program overview was presented to numerous community organizations, businesses, support agencies, groups of individuals and committees involved with the Disability Employment Initiative. Working together with DEI’s Disability Resource Coordinator, WIA staff was able to

establish lines of communication and offer in-depth information on services available to eligible adults in need of short term vocational training, interest in on-the-job-training, work experience, voluntary internships, support services, counseling, career assessments and labor market information.

The WIA program is also looking to assist with referrals to and providing services for eligible individuals interested in Agriculture, Health Care and Sustainable Energy Industry. Training programs are currently being designed by the UH system - Community Colleges, through a grant received from the US Department of Labor, Trade Adjustment Act. Procedural discussions is on-going.

Maintenance of current and exited participant files on-going including four (4) quarters of follow up services. Data validation to be conducted in first quarter of 2013.

Other Items

- Local Veterans Employment Representative (LVER) continues his efforts in providing a variety of services to our Military personnel. Assistance with resumes, job search and development, monitoring of the Federal Contractor Job Listings (FCJL), counseling, assistance with application processes for the various Veteran re-employment and support programs and referrals to Veteran and Non-Veteran support services agencies.

LVER conducts weekly outreach services to the Maui Veterans Center, daily/weekly employer relations to various businesses including the Trade Unions. Outreach also includes educating our businesses on the benefits to hiring Veterans. Information and overview provided include Toolkit for Employers (USDOL – Veterans Administration website); VOW to Hire Heroes, Hire Vets First.

LVER involved with establishing a resource center for Veterans on the UH/Maui Campus. UH/MC Vice Chancellor, Rural Development Program Manager, Veteran Affairs Rehab Counselor and other representatives from the University and Veterans Groups are also participating. Priority of service for veterans including assistance with financial aid, counseling, career guidance, job placement and referral and retention

- Disability Employment Initiative (DEI) To improve coordination and collaboration among employment and training and asset development programs implemented at the state and local levels, including Ticket to Work Program and build effective community partnerships that leverage public and private resources to better serve individuals with disabilities and improve employment outcomes. The DEI is jointly funded and administered by the US DOL's Employment and Training Administration and the Office of Disability Employment Policy to improve education, training and employment opportunities and outcomes of youth and adults who are unemployed, underemployed and/or receiving Social Security disability benefits.

DEI services are provided by the Disability Resource Coordinator (DRC) and Business Relations Inclusion Coordinator (BRIC).

DRC activities for the quarter: Workforce Solutions meetings; monthly Developmental Disabilities Committee (DD) meetings; Maui Disability Alliance (MDA) Legislative Forum wrap up; Site visit to Molokai – presentation to WDD staff, local organizations/agencies and employers on DEI program including Ticket to Work (TTW) and to strategize on recruitment of potential participants to attend workshops provided through the UH/Manoa Center for Disabilities Study; Integrated Resource Team meeting; Maui Disability Resource Fair dba "Big MAC" planning meeting; Outreach to Mental Health Kokua; Technical Assistance Training with Brian Ingram – DEI Technical Assistance Liaison – Resource Mapping, Active

Resource Coordination, Integrated Resource Team (IRT), job development and brainstorming; Bi-monthly DEI teleconferences; BLN meeting; weekly local office staff training/updates.

BRIC activities for the quarter: Business Leadership Network (BLN) meeting; Outreach to Hawaii Center for Independent Living and Hawaii Job Corp – DEI program orientation, overview and Ticket to Work (TTW) program; Technical Assistance Training with Brian Ingram – DEI Technical Assistance Liaison – Resource Mapping, Active Resource Coordination, Integrated Resource Team (IRT), job development and brainstorming; Bi-monthly DEI teleconferences; attended numerous webinars; continuous recruitment of participants for BLN.

DRC and BRIC are continuing their efforts to achieve set goals, establish closer relationships with numerous agencies, businesses and government organizations, assist with creating a program designed to be seamless, sustainable and efficient and offer input on the policies and/or procedures on how best to service individuals with disabilities.

- Trade Adjustment Assistance (TAA) Staff continues to provide case management and follow up services to 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 Fall 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

TAA staff has begun the exiting process for participants that are no longer receiving TAA related services due to various reasons such as back to work, retirement, relocation, no need of services, etc. These participants continued to receive 12 months of follow up service even after services were no longer required/requested by them.

- 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 (HNH) 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 including overview of Work Experience and On-the-Job-Training components and HNH.

An additional group of claimants have been added to the REA program, these claimants are identified as receiving Emergency Unemployment Compensation (EUC). Claimants will be afforded the same services provided to "REA" participants including but not limited to specialized individual counseling and assessment.

For this quarter ending December 31, 2012, WDD Maui office has serviced 316 REA participants and 228 EUC participants; Molokai WDD office has serviced 20 EUC participants.

- 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, 104 customers have completed the VIP application process on-line, 85 have been provided VIP overview and orientation and 27 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 Alien Labor Certification (ALC) and Work Opportunity Tax Credit (WOTC). In this past quarter, no applications were received for ALC/H2A however, assistance was provided to Hawaii County in their efforts to recruit US workers for an H2A employer.

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

Post-Secondary Education

Fall 2012 (Preliminary Results)

In Fall 2012, there were 29 Ku'ina students enrolled at UH Maui College. On average Ku'ina students attempted 9 credits and completed 10.5 credits (86% completion rate).

Ku'ina students Average Term GPA was 2.41. Three students attained the max GPA of 4.0.

Of the 29 students, 5 Ku'ina students earned 5 credentials.

Spring 2013

We currently have 24 students enrolled at UH Maui College. Student leaders planned and executed the semester kick-off activity that was held on January 18, 2013. Ku'ina staff continues to provide an intensive case management approach to participants. Students are actively participating in workshops, study hall, and activities.

Outreach

Ku'ina has been to Molokai Ed Center every month to meet with program participants. In January, Ku'ina staff conducted an outreach to students at Hana High School. Outreach to other high schools is being planned.

Staff Development

Further training with Social Policy Research (SPR) is being planned for Ku'ina staff as well as the Maui Workforce Investment Board Youth Council. Ku'ina is also planning a pre-vocational train the trainer training for youth service providers on Maui. Neighbor island youth service providers will also be invited to attend. Both trainings are being scheduled sometime before April 30, 2013.

Follow-up

In the preliminary 4th Qtr Report dated 6/28/12, the Ku'ina program is meeting 6 of the 7 performance measures. Meeting the measure is defined as meeting or exceeding 80% of the negotiated goal.

See Below.

3) ACTUAL vs. GOALS

Maui County's Performance Measures for period ending December 31, 2012 (2nd Quarter PY12):

CATEGORY	MEASURES	ACTUAL		GOALS (neg)
		Current Qtr	Cuml. Qtr	
ADULT	Entered Employment Rate	100.0%	85.7%	65%
	Employment Retention Rate	100.0%	83.3%	74%
	Earnings Change	\$8,725.50	\$8,190.80	\$10,800
	Employment & Credential Rate	0.0%	100.0%	62%
DISLOCATED WORKER	Entered Employment Rate	100.0%	83.3%	57%
	Employment Retention Rate	100.0%	100.0%	57%
	Earnings Change	\$13,850.50	\$14,921	\$5,996
	Employment & Credential Rate	0.0%	50.0%	57%
OLDER YOUTH	Entered Employment Rate	50.0%	55.6%	33%
	Employment Retention Rate	100.0%	77.8%	60%
	Earnings Change	\$0.00	\$-1,870.50	-\$244
	Credential Rate	50.0%	66.7%	38%
YOUNGER YOUTH	Skill Attainment Rate	0.0%	100.0%	71%
	Diploma Attainment Rate	0.0%	0.0%	44%
	Retention Rate	25.0%	33.3%	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 Preliminary 2nd Quarter report for PY2012 provided by the State DLIR/WDD. Please be advised that wages were not provided in this report so numbers reflect from PY11 4th Quarter report.

4) OTHER: NONE