

WIB report to the WDC
(For June 6, 2013 WDC Meeting)

Date:	May 22, 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.” The Youth Council has met three times since the beginning of 2013, which includes attending a training workshop presented by Social Policy Research (SPR) on May 14, 2013.

The County continued to work diligently on its WIA Wagner-Peyser Local Area Plan. The initial draft was submitted to the State on April 2, 2013 in conjunction with a 30-day public comment period. The comment period concluded on May 2, 2013. Subsequently, the final draft for Maui County was submitted to the State on May 16, 2013. It is in process of review by the Planning Committee of the State Workforce Development Council (WDC) after which, it will be presented to the full council for approval. In addition, the County has presented its 2013 Annual Budget Plan to the State with program year 2013 contracts now in process.

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 (14), Hyatt Regency Maui (21), Ritz-Carlton (50), UH-Maui College and RCUH (30), Lowe’s (14), Starwood Hotels & Resorts (18), Maui Electric Company (7), Jobline X-Press (8), Hawaiian Commercial & Sugar Co. (26), Hale Makua Health Services (3), Hotel Wailea Maui (3), Dudoit Landscapes, LLC (6), Maui Economic Opportunity, Inc. (4), Rawlins Chevron Service-Molokai (3), Molokai General Hospital (3), Oritsu Ramen (4), Dorvin D. Leis (2), American Greeting (3), Werner’s Automotive Center (3), HBC Management Services (9), Alamo National Car Rental (6), Mid Pac Petroleum LLC (2), Hawaii Family Dental Center (3), Home Maid Bakery (2), East Maui Irrigation (2), Hawaiian Carpet One (2), Nurse Pro Care (4), American Guard Service Inc. (15), Quicksilver Inc. (2), Labor Ready (8), Maui Quality Dry Cleaning and Laundry (2), Maui Country Club, Kihei Aloha Ice Cream Parlor, Cameron Center, WESCO Distribution, Meadow Gold Dairies, VIP FoodService, Hana Kai Maui Resort, Masters at Kaanapali Hillside, Haleakala National Park, Hardware Lumber Maui, Maui News, Anheuser-Busch Sales of Hawaii, FedEx, Evonuk Farms LLC, Daniel S. McGuire-MD, Joy Yanagida-Law Offices, Aqua Engineers, Akina Aloha Tours, Tesoro and Standard Furniture 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
 - Community College Career & Technical Training Grant (C3T)
 - Disability Employment Initiative (DEI) (various)
 - C3T Grant
- ✓ One-Stop site visit and overview of WDD/WSM services to UH-Maui College - Job Readiness class
- ✓ Reasonable Accommodations Training
- ✓ Data Validation
- ✓ Disability Employment Initiative Monitoring
- ✓ Big MAC event
- ✓ University of Hawaii-Center for Disabilities Studies training
- ✓ SESP training for follow up (WDD and UH-MC participants)

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 was in conducted February 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 in the continuing talks and establishment of 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: Attending workshop on DEI grant in Washington DC; 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. TAA staff is currently assisting a participant from Washington State with training needs in Sustainable Energy. Shortly, there will be another participant from Washington State that will be assisted in Health Care training.

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 March 31, 2013, WDD Maui office has serviced 345 REA participants and 223 EUC participants; Molokai WDD office has serviced 21 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)

Spring 2013

The Ku'ina program had 24 students enrolled at UH Maui College. Commencement took place on May 12, 2013. Ku'ina is in the process of gathering data to wrap up the semester. Data will include Credit Completion Rate, Average GPA, Credentials Earned, Persistence Rate, Retention Rate, etc

Outreach

Through the outreach conducted at the high schools there were about ten students who were eligible for Ku'ina and will be attending UHMC in Fall 2013 semester.

Staff Development

Social Policy Research (SPR) conducted a three day workshop from May 13th to the 15th for Ku'ina staff. A half day was also dedicated to the Maui County Youth Council to discuss their roles, responsibilities, as well as how the Youth Council can better serve the youth on Maui. The Center for Work Ethic Development will do a train-the-trainer workshop for Ku'ina staff on May 28, 2013.

Ku'ina Counselor Position

Ku'ina conducted interviews and is in the process of hiring two Youth Counseling Services/Case Manager positions. They are expected to be on board by the end of May.

Follow-up

Ku'ina staff has been conducting follow-up service for participants who exited the program. Obtaining required documents from past participants continue to be a challenge.

3) ACTUAL vs. GOALS

Maui County's Performance Measures for period ending March 31, 2013 (3rd Quarter PY12):

CATEGORY	MEASURES	ACTUAL		GOALS (neg)
		Current Qtr	Cuml. Qtr	
ADULT	Entered Employment Rate	33.3%	66.7%	65%
	Employment Retention Rate	50.0%	66.7%	74%
	Earnings Change	\$18,511	\$12,821.20	\$10,800
	Employment & Credential Rate	0.0%	50.0%	62%
DISLOCATED WORKER	Entered Employment Rate	88.9%	90.9%	57%
	Employment Retention Rate	33.3%	77.8%	57%
	Earnings Change	\$12,965	\$14,228.60	\$5,996
	Employment & Credential Rate	66.7%	70.0%	57%
OLDER YOUTH	Entered Employment Rate	100.0%	57.1%	33%
	Employment Retention Rate	0.0%	85.7%	60%
	Earnings Change	\$17,947	\$3,730.40	-\$244
	Credential Rate	100.0%	57.1%	38%
YOUNGER YOUTH	Skill Attainment Rate	0.0%	100.0%	71%
	Diploma Attainment Rate	0.0%	0.0%	44%
	Retention Rate	100.0%	20.0%	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 3rd 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 PY12 2nd Quarter report.

4) OTHER: NONE