

WIB report to the WDC
(For February 12, 2015 WDC Meeting)

Date:	February 5, 2015
Island:	Maui County (Maui, Molokai, and Lanai)
Prepared By:	Roland Prieto

1) SUMMARY

Since the signing of the new Workforce Innovation and Opportunity Act (WIOA), Maui County staff has focused on the transition to the new law. Staff has participated in several webinars to collect information to prepare for its implementation. Staff also participated in conference calls with federal officers, the State and with neighboring counties to help with the transition. The county begun preparation of its Request For Proposals (RFP) for its One-Stop Operator and Youth Service Provider. The county has also had preliminary conversations to transition several new Maui County Workforce Investment Board (MCWIB) members to conform to new criteria set in the WIOA law.

Regarding housekeeping issues for the MCWIB, Program Year 2014 contracts with the county's service providers for the Adult and Dislocated Worker programs are still in process. The contract for youth services was finally executed on December 23rd.

2) INDIVIDUAL PROGRAMS

A) Workforce Development Division (WDD)/WorkSource Maui (WSM) (WIA Adult and Dislocated Worker Service Provider)

The Workforce Development Division/WorkSource Maui (WDD/WSM) continued to assist employers with their respective on-site recruitment efforts. In addition, WDD/WSM daily maintenance of current and newly posted job listings from Employer Relations and/or telephone, email and faxed job orders is ongoing. Furthermore, outreach services to various agencies, employers, businesses and Department of Education schools have also been ongoing.

Other activities that WDD/WSM 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, WIOA
 - The Workforce System & Registered Apprenticeship Parts 1 and 2
 - WIOA Technical Assistance – Jumpstarting Your Implementation
 - WIOA Technical Assistance – Eligible Training Provider List
 - What Will WIOA Mean for the Day-to-Day Operations of Your Center - Greg Newton and Associates, New York Association of Training and Employment Professionals
 - Geographic Solutions (HireNet Hawaii) – System operations for WIOA
 - Communication Tools

- Case Management for LVER, DVOP and Wagner Peyser program staff
- Reports for Real World Workforce Staff, from A to Z
- Trade Programs and VOS
- Let's Hear it for Communication Tools
- Version 15
- Job-Driven National Emergency Grant (NEG)
 - ✓ Job Fairs – Pacific Radio Group (Queen Kaahumanu Center)
 - ✓ Continue meeting with and learning the needs of the Agricultural community
 - ✓ WIOA Training – Greg Newton and Associates (Listening session)

WIA (Workforce Investment Act)

WIA staff continued 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 continued to work on strategies to improve recruitment, enrollment, counseling, case management, performance outcomes and overall services provided in the WIA programs.

Collaboration between UHMC's – Office of Continuing Education and Training (OCET), Lanai Community Health Center and WDD continued to coordinate training programs in the Health Industry. Eligible participants will be provided training in the Clinical Medical Assistant program. Start date from UHMC still pending; however, the program was recently approved on the ETP website.

For C3T programs, WIA eligible and non-eligible customers utilizing WDD services are provided an overview, enrollment and referral assistance to the UH-Maui College's C3T programs. Individuals interested in Agriculture, Health and/or Energy are the target population for this grant provided to the UH system - Community Colleges, the US Department of Labor, Trade Adjustment Act. Customers are provided and assisted with in depth information on training currently available, ones in development, completion of community college enrollment application. Customers attending REA, Worker Profiling and FTW weekly reemployment and/or job club sessions were also provided an overview. Procedural discussions, development of classes, enrollment, referrals, are on-going

WIA staff is also tasked with enrollments to the Dislocated Worker National Emergency Grant (DW/NEG). This grant will provide training to eligible dislocated worker participants with priority given to those unemployed for a period of 27 consecutive weeks or more. The grant looks to place participants into On-the-Job training (OJT) contracts and occupational skills (classroom) training that leads to credential. Participants are dual enrolled into WIA/DW and DW/NEG. The grant period runs from July 1, 2013 through June 30, 2015.

Staff worked to complete Data Validation of the WIA Adult, Dislocated Worker, NEG and Trade Adjustment Assistance participant files. Preliminary findings were sent following monitoring by Administrative staff, WDD-Wailuku Office responded to findings and included corrective action statements

Included in all above tasks, WIA staff has also continued the maintenance of current and exited participant files, including four (4) quarters of follow up services.

Other Items

- The Local Veterans Employment Representative (LVER) conducted weekly outreach services to the Maui Veterans Center, daily/weekly employer relations to various businesses including the Trade Unions. Outreach also included educating our businesses on the

benefits of hiring Veterans and overview of updated rules/regulations/law regarding Federal Contractor Job Listings (FCJL) contractors and the hiring process of Veterans and Persons with Disabilities. Information and overview provided include Toolkit for Employers (USDOL – Veterans Administration website); VOW to Hire Heroes, Hire Vets First.

LVER was involved with the resource center for Veterans at the UHMC campus. UHMC Vice Chancellor, Rural Development Program Manager, Veteran Affairs Rehab Counselor and other representatives from the University and Veterans Groups also participated. Priority of service for veterans included assistance with financial aid, counseling, career guidance, job placement and referral and retention.

The UH-Maui College Resource Center for Veterans is looking to establish a Job Search Focus group. While in the developmental stages, there was brainstorming amongst partners and surveys to Veterans on what types of activities they feel would be beneficial to them regarding education, employment/placement/retention, financial needs, healthcare and other areas of need.

LVER participated in the Fall Job Fair held at the UHMC campus and interacted with several businesses in attendance and provided overview of the benefits when hiring Veterans. LVER also attended a SHRM sponsored event on “Team Building”. Attendance to this event was positive and LVER was able to build and re-build working relationships and open lines of communication.

- Disability Employment Initiative (DEI) - DEI services are provided by the Disability Resource Coordinator (DRC)/Business Relations Inclusion Coordinator (BRIC).

The program coordinator participated in the planning, attendance and after event meetings for the MDA Legislative Forum; monthly Developmental Disability Committee meetings; monthly Workforce Solutions meetings; DEI monthly reporting teleconference calls; Big MAC planning meeting; attended Ka Lima O Maui’s Job Fair; staff training on TTY device.

Planning Employer Forum event.

- Trade Adjustment Assistance (TAA) - Staff continued 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. A current participant is completing studies in Pharmacy Tech and will be taking certification exam in early 2015. Job search, referral and retention assistance is being provided including support services for exam and travel expenses.

TAA staff also assisted participants with updated information on COBRA, Unemployment Insurance, TRA/ATAA (trade associated benefits), job search, job development and referral services.

- Re-employment & Eligibility Assessment (REA) – REA participants continued to be provided with in-depth labor market information including counseling services to facilitate their return to the workforce in the shortest timeframe possible. Claimants were 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.

For the quarter ending December 31, 2014, the WDD Maui office serviced 289 REA participants; Molokai WDD office serviced 22 REA participants.

- Volunteer Internship Program (VIP) - For Maui County, 112 customers have completed the VIP application process on-line, 102 have been provided VIP overview and orientation and 35 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, WDD assisted with two (2) H2A application for Haleakala Ranch, recruitment for Goat/Shepherd and Miller Farm, recruitment for laborer (coffee and fruits). Housing inspection conducted for this new recruitment and follow up inspection conducted for previous H2A application. Assistance provided to Hawaii County in their efforts to recruit US workers for an H2A employers.

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

Post-Secondary Education

The total Ku'ina "College" participants (Phase I, II and III) at the end of the Fall 2014 semester was 45. Of these 45 enrolled students, 29 attained a GPA of 2.5 or higher, 6 of which attained a 4.0 GPA. The remaining students achieved below a 2.5 GPA or withdrew from college.

At the start of the Spring 2015 semester, there was a total of 55 participants (Phase I, II, and III) enrolled in high school and college. The Ku'ina Program is currently working with another 20 students to retain employment, attain employment, or enroll in a post-secondary institution.

Outreach & Recruitment

The youth service provider continues to conduct outreach and recruitment. There were 3 new participants that were referred to the program by Hawaii Job Corps. In addition, in preparing for the impending WIOA law, the youth service provider increased focus on OSY participants. The Ku'ina Program worked extensively with high school dropouts as well as students who are nearing high school graduation.

3) OTHER: NONE