

Hawai'i County Workforce Development Board

Quarterly Report to the Workforce Development Council (WDC)

Date: March 28, 2016
County: Hawai'i
Compiled by: Michelle Arima

1) Summary

We are pleased to announce that our Mayor appointed our Hawaii County Workforce Development Board (HCWDB) members after receiving nominations from local business organizations and local labor federations. The board application was submitted and HCWDB became certified in December 2015. We held our first certified WIOA Board meeting in February 2016 with a WIOA overview to get our Board up to speed with the current happenings.

WDC created a strong WIOA Hawaii Team to attend the WIOA National Convening conference in Washington D.C. this past January. This enabled Hawaii County and other team members to come together, gain insight from WIOA experts in developing an effective unified state and local area plan as we transition into WIOA.

Hawaii County attended the National Association of Workforce Board Forum (NAWB) 2016. We were able to network with and learn from experts and peers who were experiencing comparable WIOA transitional challenges in their local communities. The information gained will support and contribute to our workforce development efforts.

2) Individual WIOA Programs

Adult and Dislocated Worker (DW) Programs

All of the Data Validation files for Adult, Dislocated Worker and Youth were submitted to the State for review by the required deadline, December 2015. We are pleased to announce that all of the Kona/Hilo Adult and DW Data Validation files for WIA PY14 successfully passed.

The Request for Proposal (RFP) for the Adult and Dislocated Worker Programs was awarded to the Big Island Workforce Development Division (WDD) effective March 1, 2016. OHCD was acting as the point of contact during the WIA/WIOA transition until a service provider had been selected and case managers could be hired. There are currently 155 Adult and 133 DW participants enrolled in the WIOA program. In the interim, there were no new participants added, and files were made available for participants who required follow up services.

Bi-monthly meetings have been set up with the WDD to focus on transitioning from WIA to WIOA. WDD is in transition itself as they have had long term employees retire and are hiring new employment personnel/case managers. We are working through conformity of WIOA forms, looking at using the HireNet Application as the intake/ application form. Kona WDD has been inputting the information directly into HireNet and then printing the document and placing it into the hard file. We are looking at having all providers switch to that rather than duplicating their efforts by filling out a separate form and then inputting the information into HireNet.

We are still looking for guidance from the state level, as our providers have questions regarding WIOA that have not been addressed. We are still waiting on guidance regarding new ETPs, short term training and additional barriers to service. Open dialogue between the state and all the counties allows us to be on the same page and receive the same information at the same time. Focus on businesses/employers and the training they require creates a gap at this point and time.

Youth Programs

Goodwill has been meeting with our Program Specialist, Sandra Goodale, for a smooth transition from WIA to WIOA, as well as transition between youth providers. This continuous open dialogue allows for the provider and program specialist to tackle any issues or concerns that arise. Goodwill has done a good job with the transition and notifying participants and their parents of the change in provider, eligibility and adding new participants to the carryovers. They have been very good about making their needs known and adjusting to changes as they arrive as we delve further into WIOA.

Hirenet Training was provided for Youth Providers and County Staff March 22 & 23, 2016. The training was provided by GeoSol and WDC volunteer Rae Orinado. Still working on follow up issues but training overall was very helpful.

Success Story

A 17 year old female began participation with the Youth program in March 2015. She enrolled with the program because she knew she would not be graduating from her high school. She stopped going to classes because she felt she was too far behind in academics and didn't like the way teachers or peers looked at her. She was struggling with motivation and self-esteem issues. This youth was referred to the Ola program by her high school counselor and has turned her life around. With the assistance of the Ola program, this youth has received her diploma in December 2015 and was recently hired at the YWCA's Preschool as a Teacher's Aide.

In School and Out of School Youth

Goodwill held an Ohana Night/open house in December allowing the kids to speak about the WIOA program, its benefits and the positive impact it has on their life. Participants invited parents, counselors, probation officers, and other stakeholders to an open house on the Ola I Ka Hana program. Participants prepared a speech informing the guests of the services they receive at Ola along with current and future goals and presented projects using PowerPoint and display boards featuring various topics.

Entrepreneurial Skills Training

Participants went on a tour of a local business "Creative Arts", in which youth learned how the business was started, and what it takes to start a business of your own. Youth were also able to find out the various types of positions that were offered in the company (sales, marketing, graphic designer, production, etc.) and what types of skills and education are necessary in order to be considered for each position. By attending this tour, participants gained entrepreneurial skills training and information on different types of career paths.

In School Youth

Adult Mentoring

- Youth were contacted and provided a list of supplemental services available.
- Followed up with participants on Selective Service registration statuses.
- Participants were contacted to follow up on upcoming appointments with Youth Specials and documentation needed for eligibility.
- Participants reviewed program's array of services and planned academic and career paths with Youth Specialists.

Alternative Secondary School offering

- Youth were provided information and support in planning for competency based diploma tract.

Education

- Goodwill set up appointments with the In School Youth to introduce themselves to youth and families and inform them that they would be the new provider. They also provided an opportunity to meet with their youth specialists learn about the Free Application for Federal Student Aid (FAFSA). Two participants successfully completed their FAFSA applications, well ahead of the March 1st priority deadline and several others gained the knowledge they need to apply for FAFSA should they elect post secondary education.
- Post secondary support was offered to participants experiencing challenges in selecting a college, or in deciding on a program of study. Youth specialists provided them with information regarding demands in specific career fields such as business, medical, technology, and education. One youth identified that her interest in the culinary field could lead to becoming an educator one day who teaches others culinary arts.
- Informal interest surveys were conducted with youth to determine consideration for enrollment in certification courses such as the Hawaii Institute for Health Technology, Hawaii Carpenters Apprenticeship and Training Fund, and the Office of Continuing Education and Training. Youth expressing interest in apprenticeships are limited at this time as they will not graduate high school until May 2015, but they recognized the importance of planning ahead and being aware of options for their future.
- Participants at Hawaii Community College and UH-Hilo were provided assistance in applying for student jobs through the university student employment system

Labor Market & Employment Information

Participants were provided a variety of job leads based on youth interests and availability. Businesses included:

- Retail: Claire's Accessories, Old Navy, Cost-U-Less, Home Depot, CVS Pharmacy
- Food Service: Volcano House Lodge and Coconut Grill
- Customer Service: United Airlines, Charlie's Orchid Island Candies, Time Warner Cable

Four of the youth were able to receive confirmation that their applications had been received and accepted and are awaiting further contact on the positions they applied for.

Resumes and cover letter were updated and others learned the importance of a resume and how a resume may replace a job application, which is all part of the employment process.

Leadership Development

Participants were provided calendars outlining the different leadership training opportunities available in December. The youth helped to coordinate sessions in peer support for setting and completing education goals. They were presented with opportunities to participate in leadership training activities.

Out of School Youth

Community Service and Outreach

- Anti-Bullying Project – Youth participated in an October sign-waving campaign as a visual statement in their stand against bullying.
- Youth provided community outreach at the Ola I Ka Hana information booth at the Hilo Intermediate Spartan Fest.

Financial Literacy

- Organizing their finance in order to pay bills in a timely manner and overall budget planning. Participants learned about and discussed how to spend wisely when food shopping and learned about creating smarter food shopping lists. The youth planned a meal for the holiday with the goal of not wasting food or money (www.lovefoodhatewaste.com) and learned the three S's of Money:
 - Money Spent (expense)
 - Money Saved (for something important)
 - Money Shared (giving and helping others)
- Participants created a "wants" vs. "needs" collage board, and then shared the items chosen for each selection and why they put them in each category.
- Youth learned about Credit. Youth learned what a credit score is and what actions affect your credit score.
- Participants learned about taxes, what taxes are used for, and the types of taxes in our society.

Leadership/ Mentoring –

Youth participated in the Salvation Army's bell ringing season which started in November and ran through Christmas Eve. Youth were volunteers and learned the difference between an empty kettle and one that raises about \$30 per hour – which is enough to provide a family with two bags of groceries, or shelter an individual for one night. Participants rang bells and greeted customers who entered and exited a retail establishment. In turn, youth helped to raise monetary donations that will benefit another non-profit organization in the community and how generosity (between collecting and giving) can go a long way.

Job Readiness Training

Youth Participants participated in a Resume and Cover letter workshop with readwritethink.com. The Youths were introduced to three different forms of resumes: Functional, Chronological and combined. The youth learned six tips to building a better resume: Make it look appealing, importance of a well-written cover letter, keep it to one or two pages at most, spell check for grammar and punctuation, focus on the position you're applying for, always tell the truth. They also learned the value of the letter of recommendation and how these letters can increase their chances of obtaining employment. The youth created a working resume that best suited their experiences utilizing the job readiness training they learned in the Resume and Cover letter workshop.

Youth participated in the 13th Annual Sangha Hall Career Fair, and in doing so, Ola youth were able to demonstrate what they have been taught thus far, in regards to job readiness training – submitting a resume, appropriate communication skills, how to "dress for success" (proper interview/work attire), etc. The youth gained valuable information and were able to learn about the different types of career fields and educational programs that are available in their community.

Labor Market & Employment Information

Participants had the opportunity to visit the KWXX/B97 radio station to learn about the different types of positions that are offered in the radio business (disc jockey, sales, promoter etc.) and what types of education and skills are needed in order to be considered for the various positions. Youth were very engaged in the work site visit, and were interested in learning about what goes into running a radio station. Participants stated that they learned if you want to be successful in radio, it is extremely important to have excellent communication and public speaking skills.

3) Other Programs

Big Island Workplace Connections (BIWC) One-Stop:

The One-Stop Partners have been learning more about the WIOA transition requirements and brainstorming on new innovative ways of implementation. Together, reviewing the Training and Employment Guidance Letter (TEGL) 4-15, the One-Stop Career Centers Fact Sheet at <https://wioa.workforce3one.org/view/2001507734890961606/info> and the Quick Start Action Plan (QSAP) for One-Stop Centers at <http://qsap.workforce3one.org/page/planner/OneStop/Questionnaire>.

4) Response to Winona Whitman's Concerns made at the October 22, 2015 WDC meeting:

Directly following the WDC meeting, Winona Whitman suggested that OHCD meet directly with Carla Kurokawa to address the concerns presented at the WDC meeting on October 22, 2015 and report back to her and the WDC. On November 18, 2015, Hawaii County met with Carla Kurokawa, ALU LIKE, Inc., Hawaii Island Employment and Training Manager. Our meeting with Carla was very productive and we were able to clarify many misunderstandings regarding the potential gap in service, which was Carla's main concern. Carla now understands that there is no gap in service that jeopardized the County's ability to continue services once services providers are selected through an RFP process, which was approved by the HCWIB. We also discussed the protocol of presenting concerns of this nature to the HCWIB as a first step to streamline and address concerns in a more timely way. The corrections to Ms. Whitman's concerns are summarized below. Complete details to those corrections will be made available to the WDC separately, in hard copy.

DATE: October 22, 2015
TO: WDC Members
FROM: Winona Whitman

Issue: WDC's Role on WIOA Designation for Existing WIA Local Areas Specifically Hawaii County

The following are excerpts presented to me from written documents Carla Kurokawa, Hawaii WIB Member, and ALU LIKE, Inc. Hawaii Island Employment and Training Manager:

July 2014, HWIB Executive Meeting:

It was suggested by Hawaii County Staff that the WIB procure all services as proposed by WIOA guidelines. WDD suggested that the group consider the repercussions to the existing one-stop, displacement of the current site, relocation, etc.

Correction:

June 17, 2014 - Executive Committee Meeting

WIOA staff informed the Committee that there have been discussions with the United States Department of Labor (USDOL) in which they encouraged the local Boards to consider doing a Request for Proposal (RFP) for the Adult/DW Program (the Youth Program contract expired and needed to be procured) as they feel it is good business practice. This discussion was deferred to the Oversight Committee to make a recommendation to the Hawaii County Workforce Investment Board (HCWIB). Currently the County is the One-Stop provider

July 24, 2014, Oversight Committee Meeting

It was recommended to Chair Kathy Perry and Committee members to vote in favor of procurement and assured them that this would not impact WDD and current services. Under advisement, the Oversight Committee voted in favor of procurement.

Correction:

July 22, 2014 - Oversight Committee meeting

Chair, Kathy Perry, informed the group that USDOL recommended doing an RFP for the Adult/DW Program. She stated that they believe it was a good business practice and opens it up to competition. The group discussed the recommendation. They agreed that they needed to keep an open mind and look at things practically and that by saying "no" to an RFP, could be viewed as favoritism. The Committee agreed that it was nothing personal and that the group needed to separate their personal feelings and business. The group also agreed that having no competition tends to make you complacent and when faced with completion, everyone steps up their game. The goal is to help the community and do what's best for the participants. They voted unanimously to recommend the procurement of the Adult/DW Program.

November 19, 2014 and subsequent February 2015 WIB Meeting:

It was brought up that the Oversight Committee proposed to issue an RFP for Hawaii County. County attorney and Susan Akiyama both stated that WDD could not apply because they did not have a "firewall" and conflict of interest policy in place. Due to the unsettling nature of this discussion, it was recommended that the WIB hold an emergency meeting vs. deferring decision.

Correction:

September 3, 2014 - HCWIB meeting

The HCWIB Chair explained the motion to approve the Oversight Committee's recommendation to conduct a RFP and asked if there were any conflicts that needed to be declared before proceeding. Both the WDD Manager and a spouse of a WDD employee recused themselves. The Board Staff informed the Board that USDOL recommended conducting an RFP because it is good practices and allows for new ideas to be heard. The Board agreed that an RFP is need to ensure that the programs are meeting the necessary needs and are in compliance and also to clarify what the needs are. The Board voted unanimously to proceed with the RFP.

Correction:

February 9, 2015 –Office of Housing and Community Development (OHCD) received the recommendation from their Procurement Officer that the State not be permitted to participate in a County RFP for WIOA services to avoid being in violation of HAR 3-131-01.02 Procurement Code of Ethics. The State would have an unfair advantage verses other proposers due to having direct involvement in the RFP specification development process, participating in federal training not available to others, and the appearance to outside vendors of influencing purchasing decisions as the State is the grantor of funds for this project to the County.

Correction:

February 25, 2015 – HCWIB meeting

Michelle informed the group that Corp Counsel and the County's Procurement Officer agreed that according our Grantor DLIR-WDD apply for the RFP would be a conflict of interest. The reason being DLIR-WDD receives information from the Federal Government which is then supplied to the County. This would give them information that would not be available to other applicants. The County was not willing to accept liability for anything that could be considered inappropriate or unethical; therefore, the State will be unable to apply for the RFP. The HCWIB decided to convene an emergency meeting after the County held discussions with the State.

Correction:

March 12, 2015 – the County had a telephone conference with DLIR regarding the conflict of interest in which Hawaii County interpreted the Procurement Rules as disqualifying the State DLIR from competing in the County's RFP for One-Stop Operator, and Adult, Dislocated Worker, or Youth Program service provider without firewalls, although that no organization is barred from responding to the RFP(s). DLIR stated that the information was provided to their attorney and the materials are being reviewed.

March 2015, WIB Meeting:

WDD was told that they could apply but must have a policy in place by the RFP submittal date.

Correction:

March 13, 2015 HCWIB meeting

The Board was informed that the Providers were asked to review their programs and budgets to see how long they would be able to extend their current WIA contacts and funding. The Board voted to return approximately \$18,000 to the Out-of-School Youth program.

Correction:

April 27, 2015 – Executive Committee meeting

HCWIB staff informed the Committee that the Federal Government has given the ok to extend current contracts. Procurement verified this and stated that they are allowed to be extended up to 180 days. WDD was to expect to receive carry over funding for approximately \$20,000.

May 2015, WIB Meeting:

WDD was told the amount of carryover funds for their extension. The matter was deferred to the Executive Committee to determine terms and conditions of the extension.

Correction:

May 6, 2015 – Emergency HCWIB meeting

The HCWIB meeting had DLIR-WDD as a guest speaker and went over the scheduled time. Some Board members needed to leave. Carla Kurokawa made a motion to extend WDD's adult and dislocated Workers programs for 12 months due to all of the uncertainty. Motion was seconded and carried. However, it was later determined that there was not a quorum due to the fact member had left at the expected ending time of the meeting and that the last official vote had to prevail.

June/July 2015, Executive Committee Meeting:

It was agreed that all providers would be extended to December 31, 2015 or as long existing PY 2014 funds lasted. Carla Kurokawa made a motion to extend WDD's adult and dislocated Workers programs for 12 months due to all of the uncertainty. Motion was seconded and carried. However, it was later determined that there was not a quorum and that the last official vote would prevail.

Correction:

August 11, 2015- Executive Meeting

In 2015 there were only 2 executive meetings, April 27th and August 11th. Carla Kurokawa was at neither of them.