

# Workforce Development Division

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## ◆ OVERVIEW

The Workforce Development Division (WDD) plans, directs, coordinates and implements a statewide, customer-driven workforce development system that delivers employment and training services to job applicants, workers and industries. Services include a referral and placement service that links qualified job seekers with employers at no cost to the public.

These activities are delivered in partnership with the Workforce Development Council, Counties, business associations, labor organizations, community-based organizations, and other agencies to jointly identify emerging employment trends, coordinate services, and apply for federal, state and other funds such as National Emergency Grants to carry out employment and training program activities and services.

The Division is also involved in strategically planning for economic dislocations of workers in declining industries, working closely with employers, labor organizations, and local workforce investment boards to make appropriate services available to dislocated workers using rapid response teams, and securing additional funds to assist workers laid off from business closings or large-scale layoffs.

## ◆ KEY ACCOMPLISHMENTS

### Client Services

**One-Stop Career Centers:** Through the One-stop Centers system, (also called American Job

Centers) employment and training providers that linked electronically and/or co-located at one site provide an integrated array of labor exchange and Workforce Investment Act (WIA) services to business and job seeking customers.

Over 57,000 jobseekers received services, and over 1,000 employers posted job openings during the 12-month period ending June 30, 2013.

**HireNet Hawai'i** is the electronic job board and database that connected employers and jobseekers and all One-Stop Centers throughout the islands. Over 57,000 individuals who received services from Hawai'i's One-Stop Centers during the period July 1, 2012 to June 30, 2013 were registered in HireNet Hawai'i. It is accessible to jobseekers and employers at no cost. Those with internet access and a computer can self-register and benefit from online services, while those who need staff assistance can contact their nearest One-Stop Center.

**Resource Rooms** in all One-Stop Centers are equipped with computers that allow access to the Internet, provide job information, assist in resume writing, and conduct self-assessments of skills and interests. Resource Rooms also provide information on job training, labor market, and job search workshops.

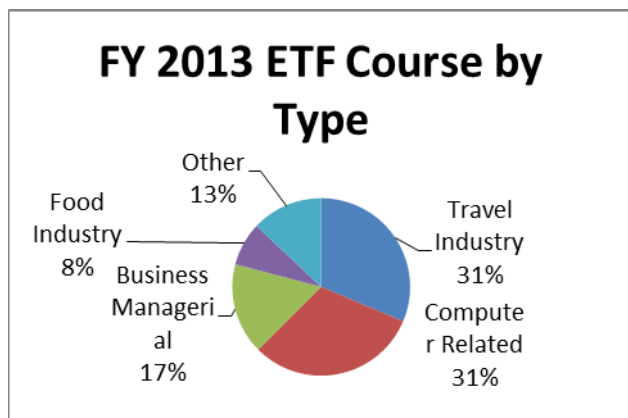
**Workforce Investment Act (WIA) Job Training Services:** Through the WIA, the division and its partners provided remedial education, job training, and employment to eligible adults, youth, and dislocated workers. A total of 1,596 in these target populations were served during the period July 1, 2012 to June 30, 2013. These groups included 473 low-income adults, 514 economically disadvantaged youth between ages of 14 - 21, and 609 former workers who were laid off or terminated and unlikely to return to their previous occupations. By developing the skills of this labor pool, WIA helped to meet current and future labor market demands. All performance measures for WIA were met or exceeded.

**Employment and Training Fund (ETF):**

The ETF Program consists of “macro” grants that are awarded to businesses to develop or expand customized training for their employees; and “micro” grants that subsidize training from pre-approved training vendors for employees of different businesses. Both types of grants are intended to enhance business growth and improve the long-term employability of Hawai‘i’s people. Due to the overall improvement of the state’s economy, ETF have begun preparations to develop a Request for Proposals (RFP) for ETF macro focusing on small businesses. During the past fiscal year, ETF ‘micro’ grants served 265 businesses and supported 1,523 classes for their employees. The most popular courses were tourism related as shown in the chart below.

**FY 2013 ETF Courses by Type**

Travel Industry	477	31 %
Computer Related	475	31 %
Business Managerial	253	17 %
Food Industry	121	8 %
Other	197	13 %
Total	1,523	100 %



**Volunteer Internship Program:** The Volunteer Internship Program (VIP) is a voluntary program that allows jobseekers, especially those receiving unemployment insurance (UI) benefits, to gain workforce training through an unpaid internship with interested employers. Upon successful

completion of training, interns receive a certificate of job skills required and consideration for employment. VIP is limited to 16-32 hours per week for a period of 4-8 weeks. For FY 2013, 151 individuals completed assessments, 122 were placed in internships, and a total of 33 VIP participants found employment at their internship site or elsewhere.

**Services to Military Veterans:** Over 5,200 military veterans, including over 990 disabled veterans, received job counseling, job search assistance, and job referrals to maximize the veterans’ employment opportunities. Services were provided by WDD staff who specialized in services to military veterans. In-depth vocational counseling services were provided to veterans injured during their deployment in coordination with the Spark M. Matsunaga VA Medical and Regional Office.

**Partnership with Department of Human Services:** A partnership with the State Department of Human Services enabled the WDD to provide services to welfare recipients in the FIRST-TO-WORK program in all counties and Supplemental Nutrition Assistance Program (SNAP) program recipients on Hawai‘i and Kaua‘i. The FIRST-TO-WORK program served about 1,500 individuals of whom 489 were placed in jobs. The SNAP program served 519 individuals with 104 participants being placed in jobs.

**Apprenticeship Program:** Apprenticeship is long-term job training lasting from one to five years. In most cases, private industry assumes the cost through full time on-the-job training combined with classroom/shop instruction at a community college. This method of training has resulted in a constant flow of highly skilled workers for Hawai‘i’s industries. In fiscal year 2012-13, there were more than 5,000 registered apprentices in Hawaii, of whom over 400 completed their apprenticeships.

**Senior Community Service Employment Program (SCSEP):** The SCSEP assists unemployed, low-income persons, age 55 and older, with poor employment prospects to engage in part-time community service training activities to help them develop skills and experiences for transition into unsubsidized jobs. 303 seniors were served in the program during the year.

## ◆ OUTREACH INITIATIVES

**Job Fairs** were excellent opportunities for job seekers and employers to address mutual workforce needs. The WDD worked with the counties, its partners, businesses, and other service agencies to sponsor job fairs and/or employer forums in each county. On O`ahu, three job fairs featuring military veterans drew over 11,000 job seekers and 500 employers. On the neighbor islands WDD participated in and/or sponsored job fairs on Maui, Big Island, and Kauai.



**Separating Veterans:** Approximately 1,590 transitioning service members and recently separated veterans received staff and self-assisted employment services. Partnering with the U.S. DOL VETS Transition Assistance Program, WDD performed outreach at Oahu military bases for approximately 2,700 transitioning service members for the six-month

period of July 1, 2012 to December 31, 2012. WDD also partnered with the Hawaii National Guard Yellow Ribbon Reintegration Program, providing outreach employment services to deployed Guardsmen returning to Hawaii. To help post 9/11 era veterans succeed in today's job market, WDD focused on an array of staff-assisted and intensive services for this veteran population. Over 2,300 post 9/11 era veterans were enrolled in HireNet Hawaii, of which 1,028 received staff-assisted or intensive services to overcome employment barriers and get back to work. In partnership with the U.S. Department of Veterans Affairs (VA) and U.S. Department of Labor, WDD assisted approximately 150 veterans with enrollment information and completing a Virtual Online Application for the Veterans Retraining Assistance Program (VRAP). The VA-led VRAP provides eligible veterans with up to 12 months of a monthly stipend of approximately \$1,564 while attending a VA approved community college or training provider.

**Marketing to Businesses:** To expand the numbers of businesses benefitting from WDD services, a marketing plan was developed by input from staff to rebuild relationships with employers and develop more personalized and appropriate services to employers and industries. By engaging more employers on a one-on-one basis, WDD will gain first-hand knowledge of industry concerns, hiring needs, and potential layoffs. The plan began implementation late in the FY to develop relationships that will result in more effective and efficient services.

**Dislocated Worker Training National Emergency Grant (DWT NEG)** In June, 2013, Hawaii received \$1.7 million to assist dislocated workers with occupational training and On-the-Job Training. Priority for enrollment into the statewide program is for those who are facing prolonged unemployment, defined as being unemployed for twenty-seven consecutive weeks or more. It is anticipated that 230 participants will be enrolled into training courses which will lead to a recognized

credential or be placed with employers under an agreement that reimburses employers for their extraordinary training costs for a maximum six months.

**Capacity Building:** Federal Technical Assistance Training funds were provided to DLIR to develop a series of training for program operators who serve dislocated workers. The New Rapid Response Activities, Effectively Building Employer Relationships, Developing Customer-Driven Business Outreach Practices, and Strategies for Layoff Aversion were sessions held between October and December 2012. Attendees developed strategies and working plans to implement within their local One-Stop Centers.

In December 2012, the Region 6 Administrator for the U.S. Department of Labor, Ms. Virginia Hamilton, and her staff held a Technical Assistance and Training Session in Honolulu where employment and training providers funded by U.S. Department of Labor, including DLIR, community colleges, and community organizations, shared information about their services. After the session, the partners pledged to continue the conversation in regular forums to further discuss partnerships for leveraging of resources for maximum utilization of funds.

**Rapid Response:** Rapid Response services continued to be provided on-site, in coordination with employers and participating unions, to workers who were scheduled to be terminated due to business closings or large-scale layoffs. Information on Unemployment Insurance, HireNet Hawaii, vocational training, health insurance, and other resources were provided to attendees. Examples included Tesoro Hawaii, the Ritz Carlton Club & Residences, Kapalua Bay and Keauhou Beach Resort.

**Emergency Unemployment Compensation -- Reemployment Eligibility Assessment (EUC-REA).** Since March 2012, the Middle Class Tax Relief and Job Creation Act of 2012 required all EUC claimants to be provided with reemployment services, labor market information and skills assessments. Goals of the program were to rapidly move the claimants into employment, reduce duration of their UI claims, and decrease erroneous payments of UI benefits. For the period July 1, 2012 to June 30, 2013, WDD provided REA services to a total of 9,087 EUC claimants. The EUC-REA program is scheduled to sunset on December 31, 2013 when Emergency Unemployment Claims will end.

**Trade Adjustment Act (TAA)** The TAA Program assists American workers who lost their jobs as a result of foreign trade. A petition may be filed with the USDOL by or on behalf of a group of workers who experienced a job loss as a result of foreign trade. If USDOL approves a petition to certify the worker group, affected workers may apply for TAA benefits and services through the Workforce Development Division. TAA benefits and services include job training, income support, job search, relocation allowances, and assistance with healthcare premium costs.

In 2012, 200 workers from Tesoro were certified by USDOL, but they did not seek services because a buyer of Tesoro retained all employees. However, persons who moved to Hawaii after being TAA-certified by job losses in other states received TAA services in Hawaii.

An example is Ms. Karen Daniels, who moved to Hawaii after losing an 18-year job at Hewlett Packard in Oregon. She knew she needed to make a career change. Based on her interest in baking, she sought assistance from Hilo's One-Stop Center, Big Island Workplace Connection, for retraining in Culinary Arts.

Because she had been out of school for a long time, she had fears and anxieties about going back to school. However, she was determined to work hard and do her best. Her determination spurred her to achieve a 4.0 GPA during her first semester and an overall GPA of 3.94. In May 2013, Karen graduated with an Associate Degree in Culinary Arts and shortly thereafter began full-time employment as a Baker/Line Cook.

Karen commented, “It has been a great opportunity to be part of the TAA Program/WDD. The program has given me the opportunity to pursue my dream of becoming a Pastry Chef. I still have so much to learn, but thanks to the TAA program, the first big step has been made and I am forever thankful”.

**Reemployment Eligibility Assessment (REA):** Since September 2008, WDD has been providing reemployment services to randomly selected Unemployment Insurance (UI) claimants through the REA program. Last year, approximately 7,400 participants were provided skills assessment, labor market information, and job and training referrals. A comparison made between a control group and the REA group demonstrated how the REA program reduced the average duration of UI benefits by 1.01 weeks, resulting in a net savings of approximately **\$2.3 million** to the UI trust fund.

