

WORKFORCE INVESTMENT ACT

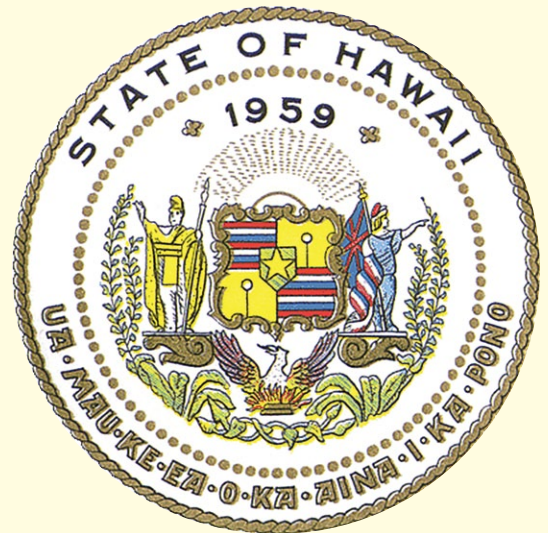
TITLE I-B ANNUAL PERFORMANCE REPORT



State of Hawaii

PROGRAM YEAR 2011

(JULY 2011–JUNE 2012)



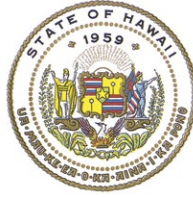
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WORKFORCEDEVELOPMENT
COUNCIL



NEIL ABERCROMBIE
GOVERNOR



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October 1, 2012

The Honorable Jane Oates
Assistant Secretary, Employment and Training Administration
United States Department of Labor
Washington D.C. 20210

Dear Assistant Secretary Oates:

I am pleased to present to you the *Year Twelve Workforce Investment Act Title I-B Annual Performance Report for Program Year July 2011 to June 2012*. This report is a product of a number of different agencies within the State of Hawaii's Department of Labor and Industrial Relations ("DLIR"). They include the Workforce Development Council ("WDC"); the Workforce Development Division ("WDD"); the DLIR's Research and Statistics Office ("R&S"); as well as the efforts of each of the local areas, through their Local Workforce Investment Boards ("LWIBs").

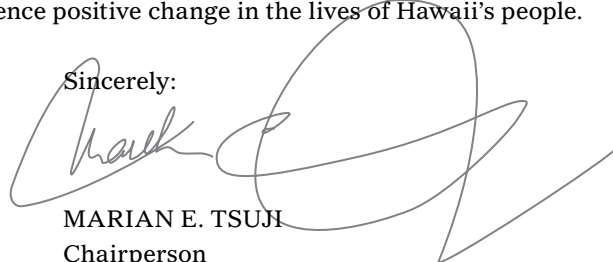
This collective workforce development infrastructure continued to offer a multitude of services to the state's adult, youth, dislocated worker, and other targeted populations in PY 2011. Over 22,000 adults took advantage of self-service options through the workforce One-Stop centers, while over 1,700 adults, youth, and dislocated workers received more intensive employment services and training opportunities.

Through the State Energy Sector Partnership ("SESP") grant, Hawaii was able to offer several unique programs focused on training for "green" jobs, including the Waiawa Solar Energy Training Program that trained pre-release prisoners on methods of general construction, solar PV, and thermal installation. A Vet-to-Farmer program also was implemented through the SESP grant, and a series of Skill Panels met throughout PY 2011 to collectively address ways to support and develop Hawaii's agriculture industry workforce.

A Workforce Longitudinal Data System also entered planning stages in PY 2011, which will give the state the ability to track the supply and demand for skilled workers and determine where new graduates, new workers, and incumbent workers are headed within Hawaii's labor market. Another grant, in partnership with the University of Hawaii Community College system, has begun to create distinct training and certification programs in community colleges across the state to better serve the local workforce needs in the energy, agriculture, and healthcare industries.

These developments, in partnership with WIA, provide the people of Hawaii with continued opportunities to address skill gaps, gain employment, and compete in the new economy. In full support of the Governor's "New Day" plan, workforce development in Hawaii continues to influence positive change in the lives of Hawaii's people.

Sincerely:



MARIAN E. TSUJI
Chairperson

The Workforce Investment Act in Hawaii

Background

The Workforce Investment Act of 1998 (“WIA”) led to the creation of Hawaii’s four local area one-stop delivery systems—Oahu WorkLinks, Kauai *WorkWise, WorkSource Maui, and Big Island Workplace Connection. As part of Hawaii’s workforce development system, these entities are designed to:

- Offer comprehensive employment, labor market, and career information;
- Help individuals gain employability skills through targeted education and training;
- Help jobseekers and employers connect;
- Provide specialized assistance to individuals who have barriers to employment;
- Assist businesses in addressing workforce issues; and overall,
- Offer services and information in an integrated and customer-driven atmosphere.

The networks of the four one-stop delivery systems extend beyond 14 physical locations through outreach staff for special populations and businesses. The four one-stop delivery systems are also supported by HireNet Hawaii, a virtual resource offering a wide variety of core employment services from any location with internet access. The one-stops are operated by four local workforce investment boards (“LWIBs”) and work with networks of partners including the state-level Workforce Development Council (“WDC”) and the State Department of Labor and Industrial Relations (“DLIR”).

Funding from the federal WIA Title I-B program supports statewide and local area activities that improve the workforce system and deliver services to adults, dislocated workers, and eligible youth.



Performance Environment

In 2012, the recovery of Hawaii's economy continued to be fueled by the visitor industry, especially by arrivals from non-traditional markets. Modest job growth resumed in 2011 for the state overall, but the extent of labor market gains was disappointing—though the upturn did pick up speed in 2012.

Arrivals continued to strengthen with a marked increase in the number of visitors from markets other than the US mainland and Japan. With construction finally starting on the rail rapid transit project, it was anticipated that this would finally help construction turn the corner on Oahu, with the neighbor islands following suit. However, as a result of political and court actions in the second half of 2012, there was uncertainty on the future of the rail system, so construction remained in limbo.

Highlights of the economic environment in Hawaii for 2012:

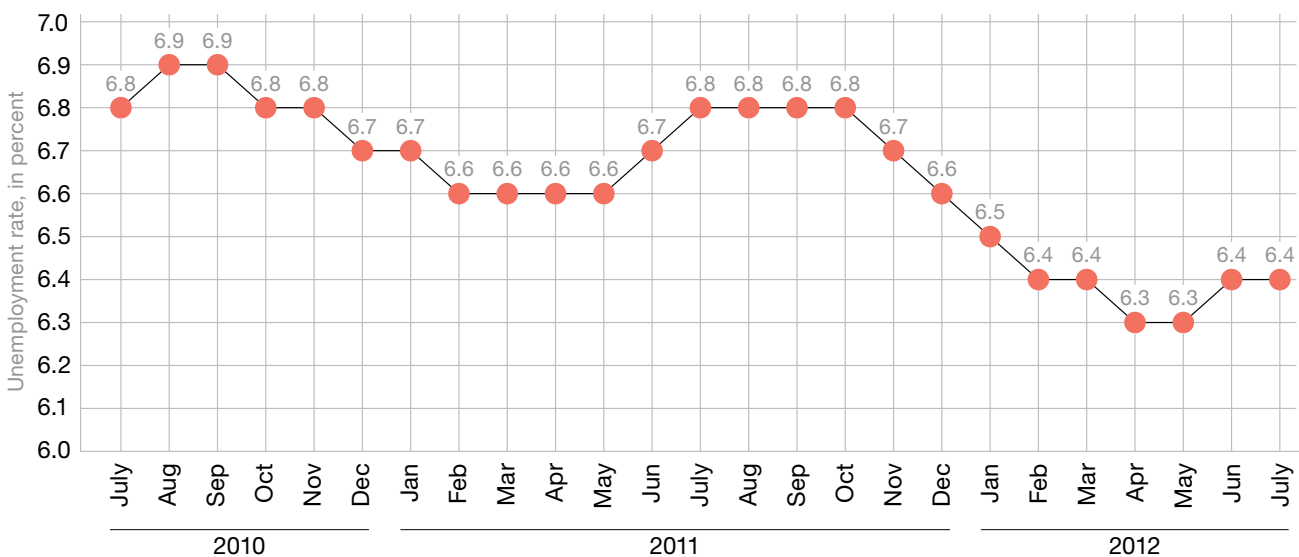
- The visitor industry has come a long way since the depths of the recession. Last year, Kauai saw the biggest percentage gains, lifted by increased airline capacity. While the Big Island has lagged behind other counties, this year it will experience the strongest arrivals growth, supported by a 13% post-quake snap-back of Japanese visitors. Occupancy rates will rise by at least four percentage points in each neighbor island county. Tourism activity, measured by visitor days, has already fully recovered on Oahu; by 2013, it will have broken above its pre-recession level on the neighbor islands as well.

- Construction has yet to turn upward in the state. The value of statewide real (inflation-adjusted) residential permits fell in every county last year, hitting record low levels on the neighbor islands. On Oahu, high-rise condo development, recent activity in commercial permitting, and the start of rail construction will set the stage for moderate job growth in 2012.
- Except for the Big Island, all counties saw an increase in their payroll job base in 2011. Employment growth is anticipated to increase in 2012, and rise above 2% in all counties by 2013. Throughout the state, tourism and other service industries will generally do the best this year, and the drag from public sector downsizing will ease. Because of the large increase in the unemployment rate that occurred during the recession, it is anticipated that the neighbor island labor markets will remain frail for several more years.

Overall, unemployment during the performance period has dropped from 6.8 percent to 6.4 percent.

Statewide employment is forecasted to expand by 3.1 percent, or 20,460 jobs, from Q3 2011 to Q3 2013. Again, the visitor industry will be the engine driving Hawaii's economic recovery. All major industries and broad occupational groups are expected to enjoy positive job growth moving forward. It is anticipated that there could be around 26,370 total job openings each year from 2011 to 2013—about 10,400 new jobs are expected to be created annually during this 2-year period, plus an estimated 15,970 job openings annually due to replacement.

CHART 1
Seasonally-Adjusted Unemployment Rate in Hawaii, July 2010–July 2012



SOURCE: Research & Statistics Office, State of Hawaii

State and Local Area Highlights

The WIA-driven workforce development infrastructure includes the Workforce Development Council (“WDC”), the Workforce Development Division (“WDD”), and the Research and Statistics Office (“R&S”), all housed in the Department of Labor and Industrial Relations (“DLIR”); 14 One-Stop centers across six major Hawaii islands and the virtual HireNet Hawaii website; and four Local Workforce Investment Boards (“LWIBs”). The system expanded its reach this year, focusing on the agricultural workforce through a series of Skill Panel sessions held in each of Hawaii’s four counties. This focus was in line with Hawaii Governor Neil Abercrombie’s “New Day” plan, and he intends to use the information gathered at these sessions to craft agricultural-development legislation for the State Legislature to consider in 2013.

Workforce Development Council

STATE ENERGY SECTOR PARTNERSHIP GRANT

The State Energy Sector Partnership (“SESP”) grant entered its final program year and continued to utilize grant resources to expand green training opportunities for residents throughout the state. Through the WDC, the SESP program focused on developing appropriate trainings for vulnerable populations. Two highlighted training programs were:

- A Vet-to-Farmer program, in partnership with the State Department of Hawaiian Homelands, projected to begin in August 2012;
- The Waiawa Solar Energy Training Program—where pre-release offenders were trained in general construction, solar PV, and thermal installation—was completed in May 2012 through a partnership with Hawaii’s Department of Public Safety, the Solar Training Institute, and WorkNet.

The SESP program also conducted a series of Sustainable Agriculture Skill Panel sessions in Honolulu, Hilo, Kona, Lihue, and Kahului. Because each island has its own unique challenges and culture, the sessions focused on identifying the training needs and employment possibilities specific to each local area, to allow participants to target solutions to fit each agricultural community.

Beyond that, the SESP program participated in a number of outreach programs throughout the program year, including the Leeward Community College Job Fair; the UHCC Renewable Energy LEED Summit; and the Department of Business, Economic Development and Tourism’s Build & Buy Green Expo. WDC staff also continued working with grant sub-recipients to recruit participants in priority target populations.

Since the monitoring of grant performance and expenditures are a high priority, WDC staff also conducted on-site monitoring of SESP grant sub-recipients during PY 2011. This priority was underscored when Hawaii’s SESP program was audited in June 2012 by the USDOL Office of Inspector General and facilitated by WDC.

Events such as the SESP Job Fair in September 2012 added value for all SESP participants by putting them in direct contact with local employers looking for workers with the kinds of green training offered through SESP. With a focus on engaging the employer population, SESP organized and partially funded a “Sustainability Workshop for Hawaii Business Leaders” series that held events in each of Hawaii’s four counties. These workshops were for employers and business leaders in Hawaii looking to incorporate sustainability principals and practices into their organizations. Each session was presented by Scott Cooney, principal advisor of the GBO Group, a company that provides training to businesses needing to ramp up operations to be more green.

HRSA HEALTHCARE WORKFORCE PLANNING GRANT

Activities under the Healthcare Planning grant wound down in PY 2011. Beyond the release of *Hawaii’s Healthcare Workforce 20/20 Plan & Report* (found online at http://hawaii.gov/labor/wdc/HealthcareReport_final_web.pdf), WDC staff worked on the final deliverables of the grant, including a website and videos targeted for prospective healthcare-industry workers. In one such video (http://www.youtube.com/watch?v=O9tyPGcniHE&list=PLD901540EE261F145&feature=plpp_play_all), Dr. Josh Green, an Emergency Room physician and State Senator, talks about what began his interest in healthcare, how he got through medical school, what a typical work day is like for him, and how working on the neighbor islands is different from working on Oahu. Similar

videos were produced offering Q&As with the medical director at a private clinic, an occupational therapist in a long-term care facility, an allied health graduate student, and two home health aides. The videos are available to watch on YouTube and can also be found on a grant-funded website (to be launched in September 2012) that will include sortable lists of all healthcare occupations in Hawaii; the job duties, licensing requirements, local wage estimates, and local employment projections for each occupation; and the educational, internship, and other training options available in Hawaii to prepare individuals for those occupations.

USDOL DISABILITY EMPLOYMENT INITIATIVE GRANT

The Disability Employment Initiative (“DEI”) moved forward in its first year of operation with a kick-off meeting at the Assistive Technology Resource Center in Iwilei on May 21, 2012, with the Disability Resource Coordinators (“DRCs”) and Business Relations Inclusion Coordinators (“BRICs”) for Maui and Hawaii counties. The meeting was designed to start the process of implementing DEI programs in the chosen counties as well as implementing the state’s approval to use the Ticket-to-Work Employment Network program with DEI.

The various committees continue to meet to discuss implementation of the DEI in the focus counties. DEI is also working to award a bid to a vendor to provide assistive-technology devices and advising to the Hawaii One-Stop centers throughout the state.

WORKFORCE DATA QUALITY INITIATIVE GRANT

On July 1, 2012, WDC was informed that it had been awarded a \$999,200 grant to institute a Workforce Data Quality Initiative (“WDQI”) at the Department of Labor and Industrial Relations. Hawaii’s Workforce Longitudinal Data System, which will be housed at DLIR, will be built to provide greater information about our workforce and its education and training. The system, nicknamed “WorLDS,” will be a new tie-in between work and education, giving the state the ability to track the supply and demand for skilled workers, to determine where new graduates, new workers, and incumbent workers are headed within Hawaii’s labor market. The system will also show, in a timely fashion, how certifications and degrees can reward Hawaii workers with higher pay.

The WDC will be working with the DLIR’s Research & Statistics and Unemployment Insurance offices to launch WorLDS. In later phases of the project, the information

will be matched with the current statewide longitudinal data system, housed at the University of Hawaii, to create a full vision of how residents today are served by the state’s training and educational system in developing a highly educated, highly paid workforce.

The development of WorLDS through the WDQI grant continues to add to the overall development of the statewide workforce longitudinal data system, which is being jointly developed by the University of Hawaii HIPass office at P-20, the State Department of Education, and the Department of Labor and Industrial Relations.

C3T GRANT

The WDC and the University of Hawaii Community College system continued contract discussions and implementation steps in PY 2011 regarding the WDC’s role and responsibilities under the \$24.7 million C3T grant. Duties will include the following:

- Develop and facilitate sector-specific Planning Policy Workforce Groups (“PPWGs”);
- Facilitate statewide recruitment and processing of 6,000+ training participants for the C3T program;
- Expand the www.myfuturehawaii.org online portal to act as the online conduit for the proposed grant programs; and
- Develop a predictive labor market model.

BOARD ACTIVITIES

In PY 2011 the board, under Chair Marian Tsuji, crafted a five-year plan to move Hawaii’s workforce development system forward. Through a series of meetings and events, the WDC continued to promote the Governor’s workforce vision and looked for ways to modernize the state’s workforce system.

However, the council also had to address a serious drop in funding from the USDOL Employment Training Administration for state workforce activities. The 73 percent drop in funding put at risk core operations for the WDC as well as administrative oversight done by the state Workforce Development Division (“WDD”).

Addressing the shortfall, the council and its sub-committees held a series of meetings to discuss options, including the merging of WDC operations with those of WDD to reduce costs and minimize the impact on critical operations for the local workforce investment areas in each of Hawaii’s four counties. With this being decided

as the best option, as of October 1, 2012, the operations of the WDC will be overseen by the administrator of the WDD, who will act as the executive director to the WDC. Discussions on this transition will continue into 2013 as the new Workforce Investment Act and Wagner-Peyser State Plan for 2012-2017 is implemented.

2012-2017 STATE PLAN

The WDC oversaw the creation of a new five-year state plan for Workforce Investment Act and Wagner-Peyser activities in Hawaii from 2012-2017. The plan addresses issues related to the workforce system throughout the state of Hawaii, including oversight of administrative functions and the overall direction of the workforce system for the next five years. The plan was submitted in September 2012 with implementation beginning in late 2012 or early 2013. Implementation will include the producing of local area plans that will align with and support the approved state plan.

INDUSTRY SKILLS PANELS

The WDC has worked over the past several years to incorporate a sector-based approach to strategic planning. The Industry Skill Panel approach adopted by WDC in the last program year has allowed the council to develop a robust program based on national best-practice models.

Industry Skill Panels are public/private partnerships that work to ensure that employees in key industries have the skills needed to meet the changing demands of business. Skill Panel leaders prioritize the local and regional workforce needs for their industry, build consensus, and as a result are better able to mobilize partners and leverage resources to make the greatest impact. Designed not to be short-term in nature, the panels serve as catalysts to meet and address issues collectively far after the initial forums are held.

Agriculture Workforce Skill Panels

In partnership with the State Department of Agriculture and the DLIR, the WDC began planning a series of Skill Panel forums in late 2011 with a focus on strengthening Hawaii's agriculture industry. With local agricultural development a prime focus of the current state administration, the WDC took the lead in helping to bring together educational, labor, and government stakeholders to discuss how to develop Hawaii's agriculture workforce.

In total, five sessions were held throughout the state from December 2011 to June 2012. Forums were held in Honolulu in December, Hilo in January, Kona in March, Lihue in May, and Kahului in June. Approximately 520 individuals attended at least one of the meetings, and each meeting had between 100 and 170 people present. Each forum had break-out subcommittees, with planners on each island tailoring the topics of those break-outs to issues specific to that community's agriculture industry.

One large concern Skill Panel attendees had was that similar meetings had been held in the past without much effect, due to divisions within the industry and a lack of government support. Despite this, the general tone of the meetings was one of collaboration

and innovation. The coordinated effort has resulted in the development of several working groups to carry on the priorities and actions determined in each breakout session. Some of those developments include:

- One Island Sustainability on the Big Island of Hawaii created an online discussion forum through Yahoo! Groups to keep the conversation going;
- Informal talk-story sessions were developed on the Big Island, where interest in an "agricultural renaissance" is a high priority for many residents who ardently support sustainable practices in farming; and
- Molokai-focused farmer training, partially funded by the State Energy Sector Partnership grant, will take place in late 2012, based on training topics that were first discussed at the Maui Agriculture Skills Panel session.
- With a focus on agriculture in his "New Day" plan, Hawaii Governor Neil Abercrombie has moved ahead with ideas presented at the forums and will propose legislation in 2013. It is the focus of the state of Hawaii to develop agriculture as a way to help reduce the state's dependency on imported goods and make Hawaii more food-sustainable.

Research and Statistics Office

The Research and Statistics Office (“R&S”) is the State Labor Market Information entity that conducts major research activities on Hawai‘i’s workforce and publishes research results for different target audiences. To support workforce development solutions in Hawai‘i, R&S requested and received a PY 2011 grant of \$322,344 for Workforce Information Core Products and Services. The grant required that specific labor market information be delivered. Information was delivered primarily through the Hawai‘i Workforce Infonet website, www.hiwi.org.

The slow economic recovery continued to interest various workforce stakeholders in Hawaii’s unemployment conditions, employment projections, and green jobs. R&S customized information products and services to support those interests by creating the following:

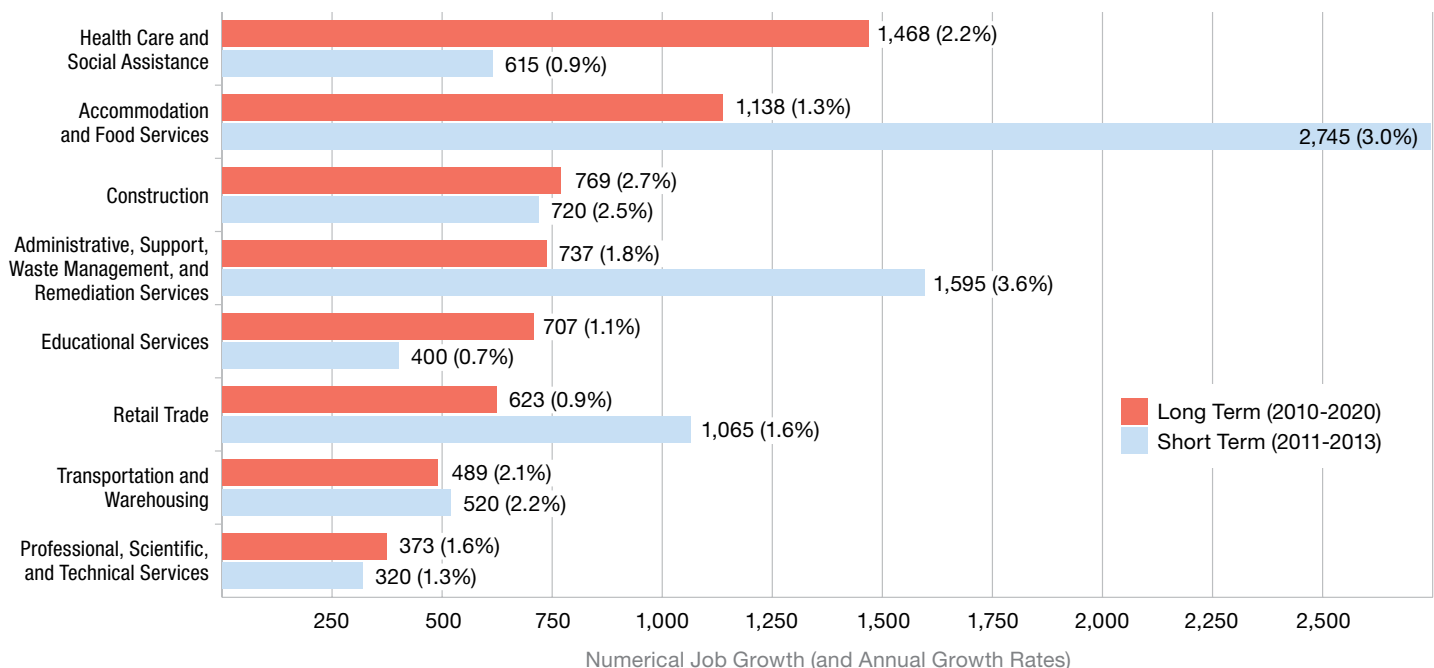
- Short-term industry and occupational employment projections for 2011-2013
- Long-term industry and occupational employment projections for 2010-2020 for the state
- Annual Labor Market Dynamics report presenting 2011 job trends for the state and counties
- Green jobs projection comparisons from an initial survey in 2010 to actual quarterly green job counts

- Revised healthcare industry labor shortages and projections for a health grant proposal
- Agricultural data illustrating job opportunities by county for agricultural skills panels

The \$1.2 million Labor Market Improvement (LMI) project increased the effectiveness of the DLIR as a Hawai‘i Clean Energy Initiative partner, with R&S’s adoption of the Hawai‘i Green Jobs Initiative (HGJI) as an outreach brand through a website (www.greenjobshawaii.org) and a green employer directory (<https://lmi.ehawaii.gov/green>). These tools have proven effective in promoting green labor market information and workforce development.

R&S is also developing the Workforce Longitudinal Data System (WorLDS), a Workforce Data Quality Initiative grant project, which will integrate data sets from within DLIR; the Departments of Human Services, Health, and Public Safety; the counties’ workforce development programs; and non-profit agencies. These data will be integrated with DLIR’s workforce data and data from the University of Hawai‘i and the Department of Education to track the supply and demand for skilled workers, to determine where students and workers are headed in Hawai‘i’s labor market, and to show how certifications and degrees lead to higher paying jobs.

CHART 2
Hawaii’s Top Growth Industries Projected in the Long and Short Term



SOURCE: Research & Statistics Office, State of Hawaii

Workforce Development Division

The Workforce Development Division (“WDD”) is the administering entity of WIA for the DLIR. The WDD also administers several USDOL grants for the state.

PY 2011 LIST OF WDD-ADMINISTERED PROGRAMS

- Reemployment Eligibility Assessment (REA)
- Emergency Unemployment Compensation REA
- On-the-Job Training (OJT) National Emergency Grant (NEG)
- Senior Community Service Employment Program (SCSEP)
- Local Veterans Employment Representative Program/ Disabled Veterans Outreach Program (LVER/DVOP)
- Work Opportunity Tax Credit (WOTC)
- Alien Labor Certifications (ALC)
- State Employment Training Funds (ETF)
- State Apprenticeship Program
- Wagner-Peyser Program (W-P)
- Volunteer Internship Program (VIP)

OJT NATIONAL EMERGENCY GRANT

Through a competitive process, Hawaii received \$601,873 to serve persons severely impacted by the current recession. Dislocated Workers who were laid off or terminated after January 1, 2008, and facing prolonged unemployed (more than the state’s average of 19.88 weeks) were eligible to participate in on-the-job training activities for a period not to exceed six months. Participating employers were reimbursed for extraordinary training costs at a rate of 50%-90% of the participant’s wages. Reimbursement rates and the length of OJT depend on the participant’s skill level and work experience, the company’s size, and the qualifications for the job.

Forty-one (41) dislocated workers were placed with 37 employers who hired and trained them in various skilled occupations.

Highlights of Non-WIA Programs

REEMPLOYMENT ASSESSMENTS

The WDD requested and received \$703,100 in federal Reemployment Eligibility Assessment (REA) funds to assist Unemployment Insurance (UI) claimants in returning to work quickly, thereby reducing the duration of their UI benefits. Since the initiative began in

March 2005, Hawaii has assisted over 36,000 UI claimants with their reemployment efforts.

In 2010, the average savings for 5,265 claimants amounted to \$1,878,026. After program costs of \$703,100 were deducted, net savings of \$1,174,926 to the UI trust fund were realized.

In FY 2012 (October 1, 2011 to September 30, 2012), Hawaii’s REA initiative is expected to reduce the duration of UI collection by about 0.7 weeks and decrease UI payments by approximately \$1.8 million.

■ EMERGENCY UNEMPLOYMENT COMPENSATION (EUC)—REA PROGRAM

In February 2012, new federal legislation mandated all EUC Claimants to attend one REA workshop to qualify for EUC benefits. The EUC-REA program began in April 2012 targeting new EUC claimants and those who transitioned from First Tier to Second Tier benefits. Similar to the REA Program, these claimants were provided with labor market and career information, an assessment of their skills, orientation to One-Stop services and a review of job search activities. By August 31, 2012, over 2,400 UI claimants received assistance through the EUC-REA program.

■ SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM

WDD received \$1,909,347 in Title V, Older Americans Act funds for the PY 2011 operation of the Senior Community Service Employment Program in the state. These funds were allocated to support 197 Senior Community Service Employment Program positions throughout the state. Based on preliminary reports, 358 unemployed, low-income older individuals participated in the program during PY 2011. The state exceeded its expected levels of performance with an aggregate score of all six core indicators exceeding 100 percent.

ETF COMPONENT, PY 2011

■ EMPLOYMENT AND TRAINING FUND PROGRAM (ETF)

During PY 2011, the ETF Micro Program provided training to 613 individuals representing 213 employers throughout the state. The majority of the participating workers (446 or 73%) were from Oahu. Maui (85 or 14%), Kauai (45 or 7%), and Hawaii Counties (37 or 6%) accounted for the remaining 27% of ETF training provided in the state. ETF Micro Program offers a wide

range of short-term, non-credit courses to its incumbent workers. Computer-related and business/managerial type courses were the most popular, comprising 59% of all ETF requests from employers.

During PY 2011, the Hawaii Farm Bureau Federation (HFBF) and University of Hawaii College of Tropical Agriculture and Human Resources (CTAHR) carried out their \$100,000 “green” project to establish an On-Farm Food Safety Certification Training Program to train farm operators/employers statewide to pass food safety audits and help producers meet demand for produce from certified farms. After a year of recruiting and helping farmers undergo the audit process, a total of forty-five (45) farms were recruited to complete the audit process. As a result of the program, participating farms have reaped the benefits of the audit by beginning to review and enhance their operations by implementing best practices to meet food safety certification requirements.

The enactment of Act 6 during the 2012 Hawaii Legislative Session temporarily ceased ETF collections from January 1, 2012. This will curtail ETF training for employers in the next fiscal year.

■ VOLUNTEER INTERNSHIP PROGRAM (VIP)

The VIP is a DLIR initiative that allows job seekers, especially those receiving unemployment insurance (UI) benefits, to volunteer at businesses to gain work-force training. Upon successful completion of training, interns receive certification of the job skills acquired and consideration for employment. The opportunity to train through VIP is limited to 16-32 hours per week for 4-8 weeks. Since the program’s inception in February 2010, 680 individuals received a skills assessment and 161 were hired by their VIP internship site or by an outsider employer.

STATE APPRENTICESHIP PROGRAMS

WDD is recognized by the USDOL Office of Apprenticeship as the State Apprenticeship Agency for Hawaii. Responsibilities include review and approval of apprenticeship programs, monitoring of those programs, reporting to USDOL, and registrations, cancellations, and completions of individual apprentices. Over the past program year, 7,100 apprentices were active in 45 occupations in registered apprenticeship programs.

VETERAN SERVICES

Approximately 5,800 veterans, eligible persons, and transitional service members, including 1,235 disabled veterans, received staff-assisted or online services from Hawaii’s One-Stop Career Centers. Integral to the provision of these services was \$629,000 from the Jobs for Veterans State Grant, a USDOL Veterans Employment and Training Services (VETS) formula grant program, to support seven (7) Veteran Specialists to assist veterans and conduct outreach to employers. WDD also partnered with One-Stop partners for two new federal initiatives:

■ GOLD CARD INITIATIVE

To help veterans succeed in today’s job market, ETA and VETS developed the Gold Card Initiative to provide unemployed, post-9/11-era veterans with up to six months of intensive and follow-up services, with a minimum of one contact per month. During the first eight months of the initiative (November 7, 2011–June 30, 2012), 1,465 post-9/11 veterans were enrolled in the Wagner-Peyser program in Hawaii, of which 715 received staff-assisted or intensive services.

■ VETERANS RETRAINING ASSISTANCE PROGRAM (VRAP) UNDER PUBLIC LAW 112-56, TITLE II, VOW TO HIRE HEROES

USDOL ETA and the Department of Veterans Affairs (DVA) formed a partnership—with DVA in the lead—to provide eligible, unemployed veterans with up to 12 months of full-time retraining assistance at a DVA-approved community college or technical school that would result in an associate’s degree or certificate leading to employment in a high-demand occupation, as determined by the USDOL Bureau of Labor and Statistics. WDD oriented One-Stop managers and staff regarding this exciting new initiative that projects registering 45,000 veterans nationally during FY 2012, and 54,000 during the period of October 1, 2012 thru March 31, 2014 through the use of the Virtual Online Application (VONAPP) website. In a two-month period since its inception on July 1, 2012, 121 Hawaii veterans applied for the VRAP benefit.

City & County of Honolulu

WORKFORCE INVESTMENT BOARD HIGHLIGHTS

Adult & Dislocated Worker Programs

As of August 2012, the Oahu Workforce Investment Board (“OWIB”) is exceeding all WIA performance measures for adult and dislocated worker programs. During the past 12 months, OWIB has continued to provide service to out-of-work residents by holding various job fairs throughout the year. At its quarterly board meetings, OWIB engages various workforce partners to discuss how to better serve organized labor in the workforce. These partners include the International Longshoreman Workers Union and Unite Here! Local 5, which represents hospital and hotel workers throughout the state.

Expanding its scope, OWIB has recently partnered with McGraw-Hill Research Foundation, the National Association of Workforce Boards, and the East-West Center to develop an Asia-Pacific Workforce Roundtable in Honolulu. Speakers to the roundtable will include representatives from international companies doing business in the region and will discuss workforce development issues. OWIB is also securing commitments from publishers to feature OWIB and the Oahu WorkLinks One-Stop services in various magazines. This outreach is coinciding with roundtable events which are targeted to occur in fall 2012.

SUCCESS STORIES: *City & County of Honolulu*

■ Refining Her Career Path

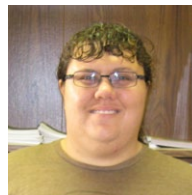
Piilani Watts lost her job as a parts driver and wanted to find a new career.

With help from the WIA Dislocated Worker Program, Piilani started her training program in January 2011 at Leeward Community College and graduated with a Certificate of Professional Development in Process Technology in April 2012. She was described as an outstanding student who completed this challenging training course, and she is now employed at Tesoro Refineries in Kapolei as a Boiler Technician.

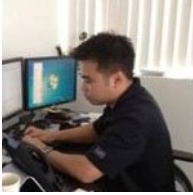
Youth Programs

OWIB is either meeting or exceeding all performance measures in both the younger and older youth categories. Because of this, OWIB youth programs have been recognized and awarded at a number of levels for best practices and excellence in service to youth:

- OWIB was a presenter at the 2012 National Association of Workforce Professionals Youth Symposium, talking about Honolulu’s Youth Center and how the center maximized resources to achieve outcomes;
- OWIB was a featured speaker at the U.S. Department of Labor Technical Assistance Forum, presenting best practices for youth services, design and delivery;
- OWIB was presented with a National Exemplary Award for Innovative Substance Abuse Prevention Programs, Practices and Policies from the National Association of State Alcohol and Drug Abuse Directors, Inc.;
- The City and County of Honolulu and OWIB were recognized with multiple awards as part of the “100 Best Communities for Young People” program from the America’s Promise Alliance;
- OWIB was awarded for its Best Practices on At-Risk Youth and High School Dropout Prevention from the U.S. Conference of Mayors;
- YouthBuild USA presented OWIB with Excellent Attendance, Program Completion, and Diploma Attainment awards;
- The National Association of Counties awarded OWIB with the Excellence in Service award; and
- Harvard University presented OWIB with the Bright Ideas Award for its youth programs.



*Piilani Watts,
Boiler Technician,
Tesoro Refineries*



Christopher Ohnheiser,
Service Technician,
ZR Systems Group LLC

■ Making a Connection in IT

Oahu WorkLinks connected Chris with ZR Systems Group LLC, one of *Pacific Business News's* 50 fastest-growing companies in Hawaii in 2011. Owner Ricky Zheng, who saw Chris's potential, was willing to give him an opportunity to train on the job as a Service Technician. While new employees with ZR Systems are expected to complete one certification in their first 6 months of employment, Chris took and passed his A+ certification testing within 4 months of starting his job, then took his Network+ certification exam on April 28, 2012, just seven months after he started working.

"An unfortunate situation, becoming unemployed, provided me with an opportunity to discover an industry I was truly interested in," said Chris. "The OJT program enabled me to focus and learn about what I am now calling my passion. My new employment at ZR Systems has been nothing but positive!"

Ricky Zheng, the owner of ZR Systems Group, said, "The Oahu WorkLinks OJT Program has helped our company expand to meet the needs of our growing business. As a small business, training new employees can be a costly and sometimes risky investment. Christopher Ohnheiser, a recruit from the program, has recently completed his six-month training period and we are happy to say that he has become a valuable asset to our organization."



Christian Jubilado,
WIA Youth Program and
YouthBuild Graduate

■ Working on a Better Path

Christian Jubilado, 17 years old, started the WIA Youth Program in May 2011 to get his high school diploma. He was co-enrolled with the YouthBuild Honolulu Program for pre-apprenticeship construction training.

Christian said, "I believe that I have become more mature while in the WIA Youth Program, and it has helped me become more independent. I continue to work toward future goals and would like to enlist in the Army. Before this, I messed up a lot and eventually got into trouble. I was lucky to work with a probation officer and a social worker who cared about me. I stopped hanging out with the friends I would get into trouble with and focused more on my future. Through the help and guidance of my WIA case manager and other staff, I found the motivation I needed to stick with the diploma program and not give up."

"Construction wasn't necessarily something that I originally had in mind as far as my future," he continued. "Working with YouthBuild and the Building Industry Association, however, gave me the chance to explore and keep an open mind as to what careers are out there for me. Doing on-site projects gives me a chance to give back to the community and gain hands-on experience. I have applied to enroll in the community college to earn credits and will start taking classes during the fall 2012 semester."

"I have grown up a lot in the year since I started and am even trying to mentor my little brother to stay on the right path for his own life. I still have a long way to go, but with everything I have been through I look forward to the journey of my success."



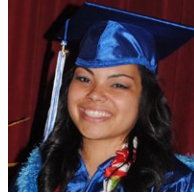
*Dayna Ng,
Project Coordinator,
Pacific Commercial Services*

■ Excelling “On the Job”

Pacific Commercial Services has been a business partner of Oahu WorkLinks for over 5 years and has hired 10 participants in various positions through the On-the-Job Training program. All participants who completed OJT are still working at the company, except for one person who left to open his own business and another who went to work for a larger organization for higher pay. Dr. Wendy Chang, President of Pacific Commercial Services, said, “I’m very happy with Oahu WorkLinks’ OJT program, as it helps our company save time and money and allows us to train employees to our standards.”

Dayna Ng, a single parent with four children, had been receiving public assistance and food stamps. Pacific Commercial Services hired Dayna as a Receptionist through WIA’s OJT Program. She was earning \$12.00 per hour, and did such an outstanding job in that position that she was promoted to a higher position as Junior Project Coordinator earning \$14.00. Dayna excelled in this position as well and received a second promotion to Project Coordinator, earning \$16.00.

Dayna said, “I love working at Pacific Commercial Services and the company has given me so many opportunities to be successful.”



*Elisha Vasconcellos,
WIA Youth Program Graduate*

■ Going Back to Move Forward

Elisha Vasconcellos, a mother of a 3 year old boy, started her participation with the WIA Youth Program in February 2011. She believed that being a parent gave her more responsibility and motivated her to get her high school diploma. She received her diploma in December 2011 through Honolulu Community Action Program’s Competency-Based program.

She was also enrolled in a Work Experience component that enabled her to obtain employment at her worksite, Fresh Café, where she is still currently employed. She plans to further her education at a community college after she sets up child care arrangements for her son.

Elisha is a success because of her desire to have a better life, not only for her, but for her child. She appreciates the opportunity the WIA Youth Program provided her in getting her education back on track. She also sees that she can do anything with hard work and that her future is a bright one.

Hawaii County

WORKFORCE INVESTMENT BOARD HIGHLIGHTS

Adult Program Highlights

As of June 2012, the unemployment rate for Hawai'i County was 10.1%, the statewide rate was 7.1%, and the national rate was 8.4%. One year earlier, Hawai'i County's unemployment rate was 11.2%. Typically, adult program participants are adversely affected by the influx of qualified, skilled workers flooding the labor market and the lack of new job openings in a sluggish economy.

Despite employment opportunities remaining scarce, staff continued to provide an array of job readiness workshops with a heavier emphasis on career navigation, job development, and counseling.

In order to generate and reestablish relationships with local employers, counselors continued to promote the One-Stop services and facilities, the Employer Resource Center, available tax credits, and On-the-Job Training opportunities.

With modest budgets and limited training dollars, program staff continued in PY 2011 to refer participants to Big Island Workplace Connection employment and training agencies as well as to non-mandated partners like Goodwill Industries, Paxen Group, Salvation Army, and others. Staff also continued to look to HIWEDO, a private nonprofit, for support.

As an active partner with the Going Home Initiative, a community-based reentry program for prisoners, the Workforce Development Division ("WDD") was a referral source for ex-offenders reentering the labor market. They were given priority with WIA orientation and testing services.

Workforce Solutions, a community consortium advocating the self-sufficiency of persons with disabilities, was another referral source to the adult program. The inception of our Business Leadership Network, with its mission to recognize business leaders who support persons with disabilities, further served to enhance employment opportunities for this population with our island employers.

The newly-acquired Disability Employment Initiative focusing on partner and staff education, the Ticket to Work program, and employer involvement should also serve to increase adult numbers in WIA.

Due to Hawai'i County's high per capita poverty rates and double-digit unemployment rate, the Hawai'i Branch continued to dual-enroll participants with One-Stop partners like Alu Like, the Vocational Rehabilitation Division, the Senior Employment & Training Program, and other non-mandated One-Stop partners to optimize funding resources.

Hawaii Branch's goal for adult enrollments in PY 2011 was 221. As of June 30, 2012, adult enrollments were at 288, exceeding the program year goal by 30%.

Dislocated Worker Highlights

The dislocated worker population in Hawai'i County has been adversely affected by the stubborn economic slowdown. Fortunately, many of these individuals have broad skill sets and sound work maturity skills; however, many other participants needed to develop new occupational skills and skill sets, since readjustment services are paramount to their re-employment in this very tight economy.

Despite this need, many participants were reluctant to accept the long-term training opportunities offered by the WIA program in PY 2011. Staff perceived an increased desperation in participants' job and career choices and a desire for immediate employment over educational enhancement. Some participants accepted employment opportunities that were well below their original pay range. Other participants opted to enroll in courses at the Hawai'i Community College and at the University of Hawai'i at Hilo. Still others seemed to be lulled into complacency, choosing not to re-enter the labor force immediately nor participate in training or educational enhancement. Still, Hawai'i Branch continued to be ahead of its enrollment goals for the year.

For those who opted to return to school and/or receive more training, the predominant trainings of choice were

for computer skills, Certified Nurse Assistant training, and Commercial Driver Education.

Business closures and multiple layoffs that caused many unemployed applicants to seek re-employment and re-training services under the dislocated worker program have stabilized, but these events have kept the labor market saturated with qualified employees with valuable transferable skills, all going after a very limited amount of job openings.

WIA counselors continue to take part in an accelerated employer relations campaign to generate and reestablish relationships with local employers. Promoting the available services and facilities, the Employer Resource Center, available tax credits, and On-the-Job Training opportunities will assist in future placements and the retention of trainees.

Hawai'i Branch's goal for dislocated worker enrollments in PY 2011 was 231. As of June 30, 2012, dislocated worker enrollments were at 253, exceeding the program year goal by 9.5%.

Youth Highlights

The Ola I Ka Hana Program, run by contractor Goodwill Industries, served 94 older and younger youth in PY 2011. Of these, 81 were age 14-18 and 13 were age 19-21. As of June 2012, there were 16 youth who received their Competency-Based High School Diploma and one student who received her GED.

Both Hilo and Kona youth continued to participate in direct community service activities. Youth in Hilo learned how to become more self-sufficient by growing vegetables in a garden at the Hilo Boys and Girls Club. Youth in Kona learned the importance of keeping the island clean by providing clean-up services at the City of Refuge Park in Honaunau.

New referrals continued to be received at both the Hilo and Kona offices to accommodate the youth and their parents and guardians. Referrals were also received from other Goodwill program staff such as FTW/VR, SEE, and TANF in both Hilo and Kona. Staff continued active outreach to advocate for and promote the Ola youth programs each month, especially in the rural com-

munities. Quarterly follow-up visits to referring agencies and outreach to the public also continued throughout the program year.

For in-school youth, the county had an "annual planned total" of 58 participants for PY 2011. As of July 2012, there were 59 "active" and "exited" in-school youth participants.

The county continued to follow up with the 12 participants who were exited in PY 2010. Nine of those participants are currently employed, one is currently enrolled at the University of Hawai'i, and two have been unable to reach. To facilitate matriculation, the county worked to build a rapport between the local community colleges and university and the participants who are of eligible college age. The participants were also given assistance in applying for and sustaining financial aid, building their resumes, boosting their financial literacy, performing employment searches, and getting referrals to outside agencies.

■ From High School to Hired

“It’s been almost a year since I graduated and received my high school diploma through the Ola I Ka Hana Program. The program pushed me to achieve that goal and more. Since I’ve graduated I’ve succeeded in so many ways. Whenever I need advice, I can always count on the counselors to provide me the things that I need. While I was in the program they helped me get my Taxi Driver’s License and become a Certified Nurse Aide. I’ve gained a lot of skills, including leadership, independence and other work-related skills. I recently got hired and am now putting my Nurse Aide Certification to excellent use. I love the staff of Ola I Ka Hana; they have helped me and many others and they are still providing for the youth of Hawaii.”

E.K., WIA Out of School Youth Program Participant

■ A Teen Finds Her Path

“I joined the Ola I Ka Hana youth program because I had gotten pregnant at the age of 16. I gave birth to a premature baby girl two and a half months early. Because she was premature, she needed to stay in Kapi’olani Hospital on Oahu until she was able to breathe on her own. I was also breastfeeding her at the time, which helped her develop a little faster. It was almost two months before she came out of her incubator and started breathing on her own. By the time I went back to school it was too late, my counselor had told me that it would be impossible to make up the credits before I could graduate. So I dropped out of school and took care of my daughter. I waited until she was about 10 months old to go back to school and get my education, which led me to this program.

“Ola I Ka Hana has helped me a lot by increasing my accountability and independent living skills. I’ve learned how to become not only a responsible student but also a responsible mother. I feel so lucky to be one of many that has had a second chance to receive my high school diploma. I’ve applied at many companies so I can support my daughter, make my own income and be an independent person.

“The Ola I Ka Hana youth program is benefitting me in many ways by going on Job Explorations. We recently went to Hawai’i Community College in Hilo and I found what career I want to major in, which is Business Administration. One day I want to become a small business owner specializing in clothing.”

J.H., 18 years old, WIA Out of School Youth Program Participant

Adult & Dislocated Worker Programs

Maui County WIA staff continued its efforts in PY 2011 to recruit and enroll eligible adults and dislocated workers and provide core, intensive, and training information and services. Staff conducted intensive screening for potential participants through HireNet Hawaii, One-Stop center walk-ins, UI claimants, and referrals from other WDD programs (Wagner-Peyser, Worker Profiling, REA, and REA EUC Veterans), and worked to develop 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 by the WIA programs. Training components requested by eligible participants included computer applications, GED/diploma certificates, nursing, human services, accounting, and sustainable/green technology.

The Maui WIB also continued to recruit and educate employers, organizations, and participants for the On-the-Job Training National Emergency Grant (OJT NEG). This grant provided opportunities to dislocated workers who were laid off after January 1, 2008, and were considered “prolonged unemployed” (longer than 20 weeks). Under the grant, these workers could be matched with an employer according to that employer’s job opening and a participant’s employment goal as established in his or her Individual Employment Plan (IEP). OJT NEG provided for a participant to receive occupational training by the employer not to exceed 6 months, depending on the job position, and reimbursement of up to 90% of the participant’s wage rate to offset the cost to the employer in training the participant. The exact percentage was dependent on the employer’s size.

Through the State Energy Sector Partnership (SESP) grant, training in “green” industry was very successful in PY 2011. Training courses in Solar PV Design and Installation (Solar Electric), Solar Thermal Design and

Installation (Solar Water Heating), and Solar Sales were preferred by our participants to meet their employment goals. Participants who successfully completed the PV and/or Solar Thermal training also had the chance to take the Entry Level North American Board of Certified Energy Practitioners (NABCEP) exam, providing a way for participants to demonstrate that they have achieved a basic knowledge of the principles of applying, designing, installing, and operating PV and Solar Heating systems. Program participants were also eligible for OJT under the SESP grant, with similar training periods and reimbursement of wages as stated above.

Youth Programs

Post-Secondary Education: There were 27 Ku’ina (youth program) students enrolled at UH Maui College for the Spring 2012 semester. On average, Ku’ina students attempted 11 credits and completed 11 credits in the semester. Their average term Grade Point Average (GPA) was 3.09 on a 4.0 grading system. Of the 27 students, 7 of them attained credentials.

For outreach in PY 2011, the Ku’ina Program obtained a list of about 900 names of Pell-eligible students who applied to UH Maui College and were between the ages of 16-21. All 900 names were notified of Ku’ina’s informational meeting that was held in July; about 20 interested students showed up. For interested students who could not make the meeting, the Ku’ina program also created an informational video and posted it on its website, <http://www.maui.hawaii.edu/services/kuina/home>. The video was then e-mailed to UH Maui College faculty and staff on Maui, Molokai, Lanai, and Hana.

Ku’ina staff also conducted on-site outreach to high school and college students on Lanai, Molokai, and Hana during the second week of August. High schools on Maui were also visited by Ku’ina staff during the same period.

■ Single Father Sees Daylight

A single father with two dependents on government assistance was unemployed for over 16 months when he heard about training opportunities in the solar industry through Workforce Development. He had no construction or electrical background, but was determined to learn a new trade where he would be able to support his two children. He qualified for the WIA Adult SESP program, and through the grant he attended Solar Thermal and Solar Photovoltaic training at Solar Training Institute. In August 2012, he was able to obtain employment at a solar supply company. He says the skills and information he learned through training helped him get the job, and he is now on his way to providing for his two children.

■ Meeting the New Demands

C is a 50-year old female who had continuous employment with the same employer for years; however, she was laid off when her position as an Escrow Officer was eliminated due to the economic turnaround.

Compounding C's situation was the unemployment rate in Maui County, which was at an all-time high, as well as the continued downturn in the housing market. C also felt her age could be a determining factor, as employers appeared to be looking for not only younger individuals, but applicants with a wider range of computer skills that would allow an employer to consolidate positions and duties as a cost-savings measure.

C requested assistance through the WIA Dislocated Worker Program to take training at MCC-VITEC to increase her computer knowledge and skills. C was enrolled in a series of computer classes including Windows, Word, and Excel.

During this time, C became aware of the VIP Program and, on her own, solicited job sites. C successfully completed the VIP Internship which was immediately followed by on-the-job training under the OJT/NEG Program. The contract ran for just under six months with an expenditure of over \$19,000.

C has done so well that the employer elected to continue her employment as a full-time employee at \$25.00 an hour with all benefits included. C was exited from WIA-DW and we have met Entered Employment and 1st Quarter Retention performance measurements.

■ A Little Support Goes a Long Way

Born on the island of Maui, Ashley, a single mother, decided it was time for bigger opportunities. Since Ashley was a child she dreamed of becoming a nurse, but felt that after high school and having a child, she had no direction. She knew that working a part-time job wasn't going to be enough, yet without support and motivation Ashley felt lost and confused about fulfilling her dream.

In the fall of 2009, Ashley decided to enroll at the University of Hawaii Maui College to pursue her studies to become a Registered Nurse. She applied for financial aid and scholarships, but realized she was still going to need to work. She knew that being a single parent, going to school, and holding down a job was going to be a big challenge. Within a month into the semester, Ashley found that it was very stressful to juggle it all. She needed some help.

With the help of a friend, Ashley found the needed support to continue her education. She was introduced to the Ku'ina Program, which was able to assist her with purchasing her textbooks and nursing supplies and paying her exam fees. But Ku'ina offered her much more than just financial assistance. Ashley appreciated belonging to a program that could connect her to other campus and community resources. Ku'ina had also put requirements in place that required her to spend time studying and attend study skills workshops, which helped her become a better college student. Additionally, Ku'ina staff helped her create a plan to help her stay motivated, focused, and on-track with organizing and reaching her goals.

With hard work and determination, Ashley was able to attain her Licensed Practical Nurse (LPN) Certificate and her Associate in Science degree in Nursing. Within two months of attaining her degree, Ashley was offered a Registered Nursing job at a nursing home facility. And she is not done yet. Although Ashley knows that there will be challenges along the way, she continues setting goals for herself as she continues her education. She is now pursuing a Bachelor of Science degree in Nursing.

Ashley received personal and academic counseling from Ku'ina. She knows that if it had not been for the guidance and support from the program, she could have easily given up and would not be working in her field of interest. She received the training that she needed on how to be self-sufficient in finding and using resources available to single parents who want to further their education.

Adult & Dislocated Worker Programs

Kaua'i's unemployment rate ranged from a 7.7% low in April 2012 (which matched April 2011) to an 8.7% high in June 2012 (1.1% lower than June 2011). Kaua'i's UI rates at the end of PY 2011 averaged 0.4% below rates for comparable 2011 months, while the civilian labor force declined by 550 participants between June 2011 and June 2012. Between January and April 2012 the number of unemployed individuals declined by 200, but that number rose again in June to 2,900, almost 150 more individuals than in January's count.

Despite these fluctuations over the past program year, Kaua'i's local WIB met or exceeded all adult performance levels, improving on retention over PY 2010. In its dislocated worker program, average participant earnings continued to exceed the target, while both entered employment and retention rates declined from PY 2010 and fell short of this year's target. The credential rate for dislocated workers improved over PY 2010, but was still well below the target performance level.

As the number of available jobs on Kaua'i declined and then stabilized over the program year, it was challenging for dislocated workers to secure employment. According to the One-Stop branch manager, many dislocated workers were reluctant to enroll in any long-term training; instead, they wanted to be ready for the first job that became available to them.

Older & Younger Youth Programs

Because of the youth program's limited funding and the unavailability of the TANF funds that used to be leveraged, Kaua'i's youth contractor, Paxen Huli Ke Alo LLC, continued to operate without an office location in PY 2011 and instead serviced youth at the three local high schools and at various neighborhood centers and libraries around the island. The program year also saw a staff reduction whereby the program manager position was eliminated and replaced by a very part-time case manager position that supports the full-time site manager. As a result, fewer youth were able to be served for simple lack of staff.

The older youth program, which has historically had a small population, had no participants exit during PY 2011; therefore, all measures reflect a zero denominator.

In the younger youth program, retention rates declined from PY 2010 but were still well above this year's target performance level. Skill attainment rates for younger youth improved almost to the target, and diploma attainment also improved but remained over 20% shy of the target. With the DOE budget cutbacks over the last few years, there have been numerous administrative changes to the Community School for Adults program. These changes have impacted access to GED and C-Based Mastery programs for our youth.

■ A Cultural Education

E. enrolled in the in-school About Face program at the age of 19. At the time, he was thinking of dropping out because “being a 19-year-old senior is so embarrassing.” Though E. and his family are of Hawaiian decent, they had moved to Hawaii from California and E. had little connection with his heritage. He immersed himself in Hawaiian Culture and Programs and became active in Hula. The About Face staff all worked together to convince him to stay in school and he graduated in May 2012. He is now a student at Kaua’i Community College and was recently elected to the student council. He has a lot of support from several sources and finds participating in programs to be helpful in keeping him on the right track.

■ From a Job to a Career

S is a 23 year old female who was moving from one retail sales job to another. Her job had her working part-time hours for close to minimum wage. In an effort to increase her income, obtain stable employment, and enjoy the medical benefits that accompany full-time employment, she enrolled in the WIA Adult program to get trained as a Certified Nurse Aide. She attended CNA training through Garden Isle Healthcare and passed the state certification. After she became certified, she was hired by Garden Isle Healthcare as a CNA working full-time at a considerably higher pay rate than any of her former jobs ever paid her.

■ The Support of a Son

A. was 16 years old when he first came to About Face. He had been in trouble, had dropped out of high school, and was mostly drifting with no real goals when his brother talked him into coming to the out-of-school About Face program with him. A. completed work readiness classes with About Face and was attending competency-based classes at Kaua’i Community School for Adults, but before finishing classes and without warning, he moved to Las Vegas and About Face staff lost touch with him. His case was closed.

A few years later, A. returned to Kaua’i and in December 2011 he became a father. Once his son was born, A. became highly motivated to make some changes in order to provide a good life for his new family. He fell completely in love with his son! A. and his girlfriend both reached out to About Face and asked for help to get their GEDs. A. had recently been laid off from a job where his working hours were sporadic and the benefits and pay were low. He wanted badly to get his diploma and to get a good job. Despite his obvious intelligence, A. didn’t like school and really didn’t test well. English was his second language, and though his English skills were adequate, he grew up speaking another language in his home and his parents could offer little help with his academics. He and his girlfriend enrolled in our GED Xcelerator classes and studied hard for the GED test. His girlfriend passed easily the first time, but though A. passed each subject, his overall score wasn’t high enough to pass the test.

A. didn’t give up. About Face kept tutoring him and he kept studying, and on his third try, he finally passed.

After passing his GED, A. was still having trouble getting a job that would provide a future for himself and his family. He worked on his interview skills, updated his resume, and would call About Face every few days for job leads, but he just wouldn’t get called for job interviews. About Face sent him to WorkWise Kaua’i, where he entered the WIA Dislocated Worker program. Through WorkWise, A. enrolled in a class at Kaua’i Community College and loved it. He decided he wanted to continue with college, and his girlfriend did, too. Shortly thereafter, A. got hired at a local upscale restaurant, where he continues to work. He is now interested in pursuing a Culinary Arts program.

None of the answers for A. were easy, but when faced with a disappointment, he continually picked himself up, brushed himself off, and tried again.

Waivers and Their Impact on Performance Measures

Throughout the last program year, the State of Hawaii has both evaluated current waivers and moved forward with new waivers to improve the workforce development capacity in the state. Although there is limited funding to implement the waivers, the local areas and the state workforce development system continue to rely on WIA waivers to provide maximum flexibility for adult, dislocated worker, incumbent worker, and youth populations to utilize WIA programs and services.

In PY 2011, the federal government required all states to submit new waiver requests as part of the filing of a five-year Integrated Workforce Investment Act/Wagner-Peyser state plan. After consulting with the local areas and evaluating state WIA operations, the State of Hawaii filed the following waivers for approval:

- To permit reimbursement for On-the-Job Training by a sliding scale
- To eliminate the 20% limit on fund transfers between adult and dislocated worker programs
- To eliminate incentive grants to local areas for regional cooperation and local coordination
- To exempt the State of Hawaii from including On-the-Job Training participants in credential attainment measures
- To change the required 50% employer match for customized training to a sliding scale
- To waive subsequent eligibility for Eligible Training Providers

- To waive competitive procurement for selected youth elements required under WIA
- To permit Individual Training Accounts for youth only if they are eligible and co-enrolled as adults
- To transfer up to 25% of the Governor's 25% reserve for statewide Rapid Response activities to support statewide workforce investment activities
- To use Rapid Response funding for incumbent worker training
- To waive the requirement of providing assistance to local areas with high concentrations of eligible youth

EVALUATION OF CURRENT WAIVERS

During the program year, the WDC requested information on the implementation of current waivers at the local areas. This was done to ensure that the state's new request for waivers were desired and would be used by the local areas or state entities overseeing programs. In general, waivers are being executed in the local areas with a view that they are tools to assist companies that are looking to increase training opportunities. Waivers focused on youth have given local areas the ability to provide a maximum amount of flexibility to their older youth populations to utilize WIA programs. The goal of this flexibility is to increase older youth participation across the state and achieve all older youth performance level goals.

CHART 3

Cost per Participant for Hawaii's WIA Title I-B Programs, PY 2011

	Reported Expenditure	Reported Number of Participants Served	Average Annual Cost Per Participant
Adult Services	\$1,782,698	495*	\$3,601.41
Dislocated Workers	\$1,701,449	691	\$2,462.30
Youth (14–21)	\$2,031,881	516	\$3,937.75
Total	\$5,516,028	1,702	\$3,240.91

* Total does not include self-service participants

PY 2011 Statewide Performance Snapshot

Adults

Performance Measure	SNPL*	Hawaii Results	Rating
Entered Employment Rate	50%	68.9%	Exceeded
Employment Retention Rate	82.1%	88.4%	Exceeded
Average Earnings	\$10,800	\$11,105.80	Exceeded
Credential/ Diploma Rate	55%	62.8%	Exceeded

Dislocated Workers

Performance Measure	SNPL*	Hawaii Results	Rating
Entered Employment Rate	65%	76.4%	Exceeded
Employment Retention Rate	86%	89.3%	Exceeded
Average Earnings	\$14,750	\$15,087.10	Exceeded
Credential/ Diploma Rate	60%	62.8%	Exceeded

* SNPL stands for State Negotiated Performance Levels

RATING LEGEND:

"Exceeded" signifies that Hawaii results are over 100% of SNPL.

"Met" signifies that Hawaii results are 80-100% of SNPL.

Younger Youth

Performance Measure	SNPL*	Hawaii Results	Rating
Skill Attainment Rate	71%	86.8%	Exceeded
Credential/ Diploma Rate	46%	65.5%	Exceeded
Education Retention Rate	44%	41.6%	Met

Older Youth

Performance Measure	SNPL*	Hawaii Results	Rating
Entered Employment Rate	40%	75.0%	Exceeded
Employment Retention Rate	60%	83.3%	Exceeded
Average Earnings	\$1,750	\$3,338.30	Exceeded
Credential/ Diploma Rate	38%	63.6%	Exceeded

Customer Satisfaction

Performance Measure	SNPL*	Hawaii Results	Rating
Employers	82%	72%	Met
Participants	72%	95%	Exceeded

APPENDIX

WIA Performance Tables

Authorized official certifying accuracy and completeness of data:
Elaine Young, Administrator
Workforce Development Division
Hawaii Department of Labor and Industrial Relations

Table A: WIA Customer Satisfaction Results

	Negotiated Performance Level (ACSI)	Actual Performance Level (ACSI)	Number of Surveys Completed	Number of Customers Eligible for the Survey	No. of Customers Included in the Sample	Response Rate
Participants	72%	95%	62	714	109	56.9%
Employers	82%	72%	326	1,121	402	81.1%

Table B: Adult Program Results

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	50%	68.9%	$\frac{122}{177}$
Employment Retention Rate	82.1%	88.4%	$\frac{205}{232}$
Average Earnings	\$10,800.00	\$11,105.08	$\frac{\$2,143,424}{193}$
Employment and Credential Rate	55%	62.8%	$\frac{76}{121}$

Table C: Outcomes for Adult Special Populations

	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals with Disabilities		Older Individuals	
Entered Employment Rate	71.1%	$\frac{81}{114}$	63.6%	$\frac{7}{11}$	28.6%	$\frac{2}{7}$	64.7%	$\frac{11}{17}$
Employment Retention Rate	85.0%	$\frac{68}{80}$	100%	$\frac{7}{7}$	100%	$\frac{2}{2}$	80.0%	$\frac{12}{15}$
Average Earnings	\$10,653.30	$\frac{\$681,809}{64}$	\$9,498.00	$\frac{\$56,988}{6}$	\$8,941.50	$\frac{\$17,883}{2}$	\$10,639.90	$\frac{\$127,679}{12}$
Employment and Credential Rate	67.6%	$\frac{46}{68}$	33.3%	$\frac{2}{6}$	50%	$\frac{1}{2}$	66.7%	$\frac{2}{3}$

Table D: Other Outcome Information for the Adult Program

	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	80.3%	61	60.4%	61
		76		101
Employment Retention Rate	89.6%	103	87.2%	102
		115		117
Average Earnings	\$12,398.00	\$1,215,001	\$9,772.90	\$928,423
		98		95

Table E: Dislocated Worker Program Results

	Negotiated Performance Level		Actual Performance Level	
Entered Employment Rate	65%	76.4%	214	
			280	
Employment Retention Rate	86%	89.3%	241	
			270	
Average Earnings	\$14,750.00	\$15,087.10	\$3,334,257	
			221	
Employment and Credential Rate	60%	62.8%	103	
			164	

Table F: Outcomes for Dislocated Worker Special Populations

	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	38.9%	7	75%	3	63.5%	33	—	0
		18		4		52		0
Employment Retention Rate	100%	15	100%	1	78.0%	32	—	0
		15		1		41		0
Average Earnings	\$8,196.80	\$90,165	\$4,877.00	\$4,877	\$14,526.10	\$406,731	—	0
		11		1		28		0
Employment and Credential Rate	50%	5	100%	3	47.8%	11	—	0
		10		3		23		0

Table G: Other Outcome Information for the Dislocated Worker Program

	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	78.5%	128	73.5%	86
		163		117
Employment Retention Rate	89.6%	146	88.8%	95
		163		107
Average Earnings	\$14,631.40	\$1,945,971	\$15,776.00	\$1,388,286
		133		88

Table H.1: Youth (14–21) Program Results

	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education	–	54.7%	81
			148
Attainment of Degree or Certificate	–	68.4%	106
			155
Literacy and Numeracy Gains	–	36.1%	65
			180

Table H.2: Older Youth (19–21) Program Results

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	40%	75%	12
			16
Employment Retention Rate	60%	83.3%	5
			6
Earnings Change	\$1,750.00	\$3,338.30	\$20,030
			6
Credential Rate	38%	63.6%	14
			22

Table I: Outcomes for Older Youth (19–21) Special Populations

	Public Assistance Recipients		Veterans		Individuals with Disabilities		Out-of-School Youth	
Entered Employment Rate	75%	3	–	0	–	0	73.3%	11
		4		0		0		15
Employment Retention Rate	100%	2	–	0	–	0	100%	5
		2		0		0		5
Earnings Change	\$4,333.00	\$8,666	–	0	–	0	\$5,648.20	\$28,241
		2		0		0		5
Credential Rate	60%	3	–	0	–	0	66.7%	14
		5		0		0		21

Table J: Younger Youth (14–18) Program Results

	Negotiated Performance Level	Actual Performance Level
Skill Attainment Rate	71%	296
		341
Youth Diploma or Equivalent Rate	46%	78
		119
Retention Rate	44%	52
		125

Table K: Outcomes for Younger Youth (14–18) Special Populations

	Public Assistance Recipients		Individuals with Disabilities		Out-of-School Youth	
Skill Attainment Rate	84.7%	122	87.5%	21	89.7%	218
		144		24		243
Youth Diploma or Equivalent Attainment Rate	71.4%	35	47.4%	9	75.3%	70
		49		19		93
Retention Rate	43.2%	19	34.8%	8	47.1%	40
		44		23		85

Table L: Other Reported Information

	12-Month Employment Retention Rate		12-Month Earnings Increase (for Adults and Older Youth) or 12-Month Earnings Replacement (for Dislocated Workers)		Placement in Nontraditional Employment		Wages at Entry into Employment for Those Individuals Who Entered Unsubsidized Employment		Entry into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	85.1%	$\frac{188}{221}$	\$4,841.70	$\frac{\$1,007,074}{208}$	6.6%	$\frac{8}{122}$	\$4,051.30	$\frac{\$449,693}{111}$	41.0%	$\frac{25}{61}$
Dislocated Workers	86.0%	$\frac{239}{278}$	100.2%	$\frac{\$3,571,587}{\$3,563,420}$	7.0%	$\frac{15}{214}$	\$6,205.40	$\frac{\$1,259,699}{203}$	48.4%	$\frac{62}{128}$
Older Youth	60%	$\frac{3}{5}$	\$2,183.80	$\frac{\$10,919}{5}$	0%	$\frac{0}{12}$	\$3,648.30	$\frac{\$43,780}{12}$	(n/a)	

Table M: Participation Levels

	Total Participants Served	Total Exiters
Total Adult Customers	23,703	20,178
Total Adults (self-serve only)	22,562	19,692
WIA Adults	23,057	19,917
WIA Dislocated Workers	691	286
Total Youth (14–21)	516	230
Younger Youth (14–18)	416	201
Older Youth (19–21)	100	29
Out-of-School Youth	368	136
In-School Youth	148	94

Table N: Cost of Program Activities (WIA Regular Funds Only)

Program Activity	WIA Regular Funds
Local Adults	\$1,782,698
Local Dislocated Workers	\$1,701,449
Local Youth	\$2,031,881
Rapid Response (up to 25%) WIA Section 134(a)(2)(B)	\$120,697
Statewide Required Activities (up to 15%) WIA Section 134(a)(2)(B)	\$647,503
Statewide Allowable Activities WIA Section 134(a)(3) including Required Activities WIA Section 111(d)	Program Service (WDC) \$246,149
Total of All Federal Spending Listed Above	
\$6,530,377	

Table O.1: State and Local Performance—City & County of Honolulu

Local Area Name: Oahu	Total Participants Served	Adults	12,280	
		Dislocated Workers	272	
		Older Youth (19–21)	47	
		Younger Youth (14–18)	238	
ETA Assigned # 15005	Total Exiters	Adults	10,826	
		Dislocated Workers	113	
		Older Youth (19–21)	14	
		Younger Youth (14–18)	127	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72%	–	
	Employers	82%	–	
Entered Employment Rates	Adults	50%	79.5%	
	Dislocated Workers	65%	79.3%	
	Older Youth (19–21)	40%	75.0%	
Retention Rates	Adults	82.1%	91.6%	
	Dislocated Workers	86%	92.0%	
	Older Youth (19–21)	60%	100%	
	Younger Youth (14–18)	44%	39.2%	
Average Earnings	Adults	\$10,800.00	\$11,400.40	
	Dislocated Workers	\$14,750.00	\$15,841.80	
Six Months Earnings Increase	Older Youth (19–21)	\$1,750.00	\$5,435.70	
Credential/Diploma Rates	Adults	55%	59.5%	
	Dislocated Workers	60%	66.4%	
	Older Youth (19–21)	38%	50.0%	
	Younger Youth (14–18)	46%	84.6%	
Skill Attainment Rate	Younger Youth (14–18)	71%	97.4%	
Placement in Employment or Education	Youth (14–21)	–	67.1%	
Attainment of Degree or Certificate	Youth (14–21)	–	86.5%	
Literacy or Numeracy Gains	Youth (14–21)	–	44.2%	
Overall Status of Local Performance: Note: Two customer satisfaction outcomes not included. *met within 80% of target level, **between 80% and 100%, ***over 100%		Not met*	Met**	Exceeded***
		0	1	14

Table O.2: State and Local Performance—Hawaii County

Local Area Name: Hawaii County	Total Participants Served	Adults	6,266	
		Dislocated Workers	282	
		Older Youth (19–21)	24	
		Younger Youth (14–18)	101	
ETA Assigned # 15010	Total Exiters	Adults	5,203	
		Dislocated Workers	125	
		Older Youth (19–21)	0	
		Younger Youth (14–18)	40	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72%	–	
	Employers	82%	–	
Entered Employment Rates	Adults	50%	64.1%	
	Dislocated Workers	65%	74.7%	
	Older Youth (19–21)	40%	0%	
Retention Rates	Adults	82.1%	82.1%	
	Dislocated Workers	86%	85.9%	
	Older Youth (19–21)	60%	100%	
	Younger Youth (14–18)	44%	36.7%	
Average Earnings	Adults	\$10,800.00	\$10,478.60	
	Dislocated Workers	\$14,750.00	\$13,053.70	
Six Months Earnings Increase	Older Youth (19–21)	\$1,750.00	\$7,464.00	
Credential/Diploma Rates	Adults	55%	69.2%	
	Dislocated Workers	60%	78.3%	
	Older Youth (19–21)	38%	0%	
	Younger Youth (14–18)	46%	43.3%	
Skill Attainment Rate	Younger Youth (14–18)	71%	66.7%	
Placement in Employment or Education	Youth (14–21)	–	38.1%	
Attainment of Degree or Certificate	Youth (14–21)	–	50.0%	
Literacy or Numeracy Gains	Youth (14–21)	–	21.4%	
Overall Status of Local Performance: Note: Two customer satisfaction outcomes not included. *met within 80% of target level, **between 80% and 100%, ***over 100%		Not met*	Met**	Exceeded***
		2	7	6

Table O.3: State and Local Performance—Maui County

Local Area Name: Maui County	Total Participants Served	Adults	1,918	
		Dislocated Workers	57	
		Older Youth (19–21)	25	
		Younger Youth (14–18)	17	
ETA Assigned # 15015	Total Exiters	Adults	1,655	
		Dislocated Workers	21	
		Older Youth (19–21)	14	
		Younger Youth (14–18)	10	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72%	–	
	Employers	82%	–	
Entered Employment Rates	Adults	50%	85.7%	
	Dislocated Workers	65%	84.2%	
	Older Youth (19–21)	40%	75.0%	
Retention Rates	Adults	82.1%	80.0%	
	Dislocated Workers	86%	100%	
	Older Youth (19–21)	60%	50.0%	
	Younger Youth (14–18)	44%	80.0%	
Average Earnings	Adults	\$10,800.00	\$10,575.00	
	Dislocated Workers	\$14,750.00	\$15,167.10	
Six Months Earnings Increase	Older Youth (19–21)	\$1,750.00	–\$1,870.50	
Credential/Diploma Rates	Adults	55%	100%	
	Dislocated Workers	60%	50.0%	
	Older Youth (19–21)	38%	71.4%	
	Younger Youth (14–18)	46%	40.0%	
Skill Attainment Rate	Younger Youth (14–18)	71%	83.9%	
Placement in Employment or Education	Youth (14–21)	–	58.8%	
Attainment of Degree or Certificate	Youth (14–21)	–	61.5%	
Literacy or Numeracy Gains	Youth (14–21)	–	31.3%	
Overall Status of Local Performance: Note: Two customer satisfaction outcomes not included. *met within 80% of target level, **between 80% and 100%, ***over 100%		Not met*	Met**	Exceeded***
		1	5	9

Table O.4: State and Local Performance—Kauai County

Local Area Name: Kauai County	Total Participants Served	Adults	2,593	
		Dislocated Workers	80	
		Older Youth (19–21)	4	
		Younger Youth (14–18)	60	
ETA Assigned # 15020	Total Exiters	Adults	2,233	
		Dislocated Workers	27	
		Older Youth (19–21)	1	
		Younger Youth (14–18)	24	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72%	–	
	Employers	82%	–	
Entered Employment Rates	Adults	50%	66.7%	
	Dislocated Workers	65%	57.1%	
	Older Youth (19–21)	40%	0%	
Retention Rates	Adults	82.1%	83.3%	
	Dislocated Workers	86%	58.3%	
	Older Youth (19–21)	60%	0%	
	Younger Youth (14–18)	44%	50.0%	
Average Earnings	Adults	\$10,800.00	\$9,169.60	
	Dislocated Workers	\$14,750.00	\$17,388.00	
Six Months Earnings Increase	Older Youth (19–21)	\$1,750.00	\$0.00	
Credential/Diploma Rates	Adults	55%	57.1%	
	Dislocated Workers	60%	14.3%	
	Older Youth (19–21)	38%	0%	
	Younger Youth (14–18)	46%	42.1%	
Skill Attainment Rate	Younger Youth (14–18)	71%	75.0%	
Placement in Employment or Education	Youth (14–21)	–	30.8%	
Attainment of Degree or Certificate	Youth (14–21)	–	38.5%	
Literacy or Numeracy Gains	Youth (14–21)	–	11.1%	
Overall Status of Local Performance:		Not met*	Met**	Exceeded***
Note: Two customer satisfaction outcomes not included. *met within 80% of target level, **between 80% and 100%, ***over 100%		6	3	6

The Workforce Development Council

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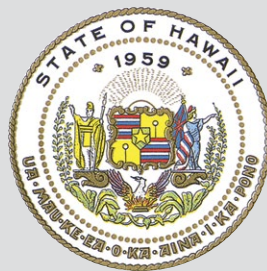
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