

**WORKFORCE INVESTMENT ACT (“WIA”) AND WAGNER-  
PEYSER  
LOCAL PLAN FOR TITLE 1-B  
COUNTY OF HAWAII**

**State Vision and Goals – *From WIA Hawaii State Plan***

*The activities in this 2013-2017 WIA Hawaii State Plan begin with the strategic vision of the Governor. The Governor’s “New Day Plan” has three overarching strategies— Growing a Sustainable Economy, Investing in People, and Transforming Government.*

*A **Sustainable Economy** includes initiatives in renewable energy; sustainable agriculture; and tourism efforts that focus on culture and the arts, and creative industries.*

***Investing in People** focuses on aligning education and workforce development, and includes: increasing the number of native Hawaiians and other underrepresented groups in higher education enrollment and completion; raising graduation standards for public schools to better prepare students for a more competitive society; and to better use funding to meet current and future employer needs. Healthcare Transformation is a major part of the Governor’s plan to move Hawaii forward, and the transformation begins with ensuring an adequate number of high-skilled healthcare workers for all areas in Hawaii.*

***Transforming Government** began with the appointment of the state’s first chief information officer, Sanjeev “Sonny” Bhagowalia. A statewide plan to update all technology and systems in the executive branch will help to reduce costs, eliminate redundancies, better meet customer/taxpayer needs, and foster innovation.*

**Section I - Strategic Plan**

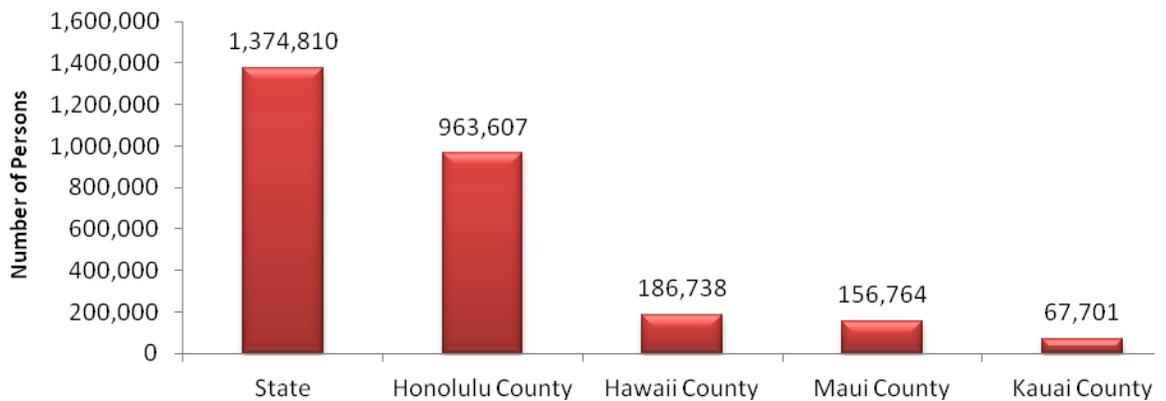
*This section should address how the economic downturn has impacted the economy of the local area, its businesses, job seekers and workers. Include in your descriptions the sources of information and dates. How are the various activities related to sustainable development? Respond to each question by assessing your local area’s current and future strategies and by identifying steps to implement and improve your service level.*

**A. Assessment of Labor and Economic Market Needs**

1. *Identify the workforce investment needs of businesses, job seekers and workers in your local area. Include a description of the demographics of the county e.g. ethnic, racial, linguistic, older persons and individuals with disabilities? [WIA Section 118(b)(1)(A); Title 20 Code of Federal Regulations (CFR) § 661.350(a)(1)]*

Per information from our State Plan, with well more than double the land area of Honolulu, Hawaii County has just 13.6% of the population.

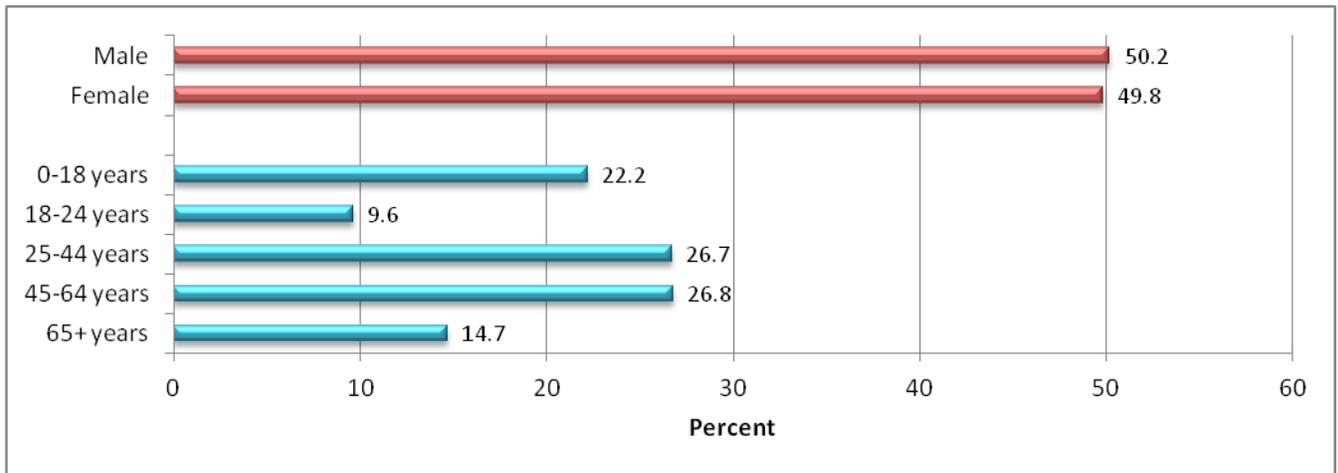
2011 Resident Population for the State of Hawaii and the Counties



Source: U.S. Census Bureau, Population Division, Hawaii State plan, 2012

The population is relatively small compared to other states and approximately 52% of the workforce is aged 25-54 years. In Hawai‘i County, 21.8% or 40,376 are 60 years and older. Between 2000 and 2010, the 55+ age group increased by 63.74%, the 60+ group increased by 54.57%, the 65+ group increased by 33.38%, the 75+ group increased by 28.38% and the 85+ group increased by 69.00%. There are also approximately 26,970 disabled individuals age five and older in Hawai‘i County accounting for 17% of the population. Of the 26,970, 7,300 disabled residents are in the labor force.

## Population Distribution of Hawaii's Population, 2011



Source: U.S. Census Bureau, Population Division, Hawaii State plan, 2012

The population is multi ethnic across the state, Hawaii County is as well. Per the 2012 Hawaii State Plan:

The workforce is multi-ethnic; the two largest groups were Asian (44.2 percent) and White (25.7 percent). Both of these groups posted unemployment rates below the statewide average of 6.7 percent with Asians posting the lowest rate of 4.4 percent while 6.3 percent of Whites were unemployed. Two groups in particular, American Indian/Alaskan Natives which accounted for only 0.2 percent of the civilian labor force and Native Hawaiian/Pacific Islanders with an 8.7 percent share of the civilian labor force had unemployment rates of 15.9 percent and 12.6 percent respectively, well above the statewide average.

Women comprised 48.2 percent of the civilian workforce.

**Table 1. Labor Force Information By Sex And Race, State of Hawaii, 2011**

Sex and Race	Percent Distribution				
	Civilian Labor Force	Civilian Labor Force	Employed	Unemployed	Unemployment Rate
Both Sexes (incl. Hispanic)	660,700	100.0%	100.0%	100.0%	6.7%
White	169,550	25.7	25.8	24.3	6.3
Black/African American	7,700	1.2	1.1	1.6	9.1
Amer. Indian/Alaskan Native	1,650	0.2	0.2	0.6	15.9
Asian	291,700	44.2	45.2	29.1	4.4
Native Hawaiian/Pac. Islander	57,350	8.7	8.1	16.4	12.6
Some Other Race	7,000	1.1	1.0	1.6	9.8

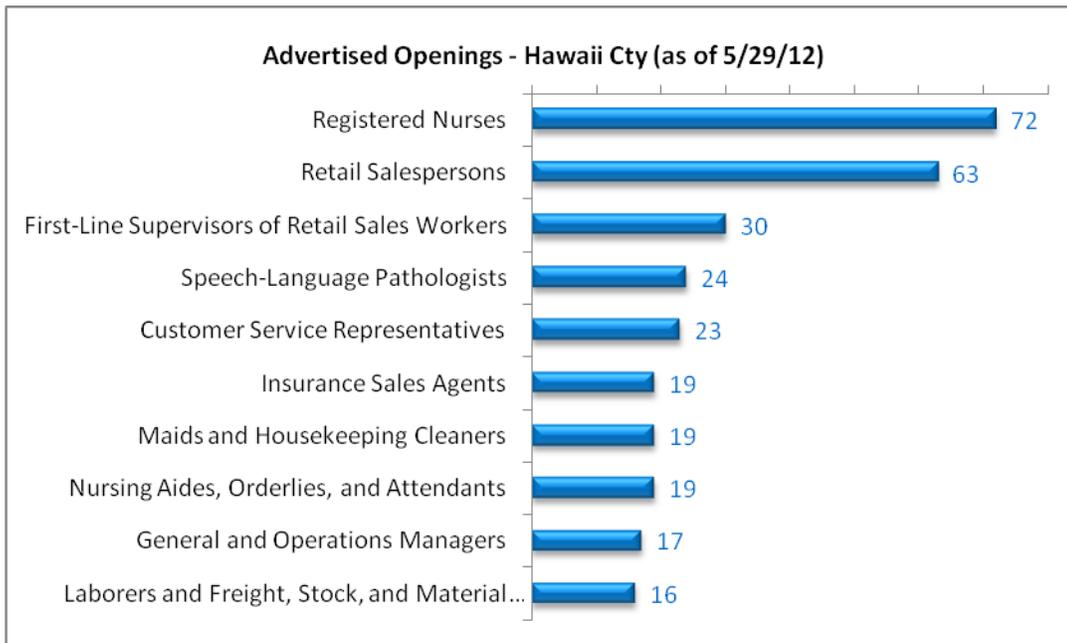
		Percent Distribution			
Sex and Race	Civilian Labor Force	Civilian Labor Force	Employed	Unemployed	Unemployment Rate
Two or More Races	125,750	19.0	18.5	26.5	9.3
Minority Group	491,150	74.3	74.2	75.7	6.8
Hispanic or Latino	40,400	6.1	5.8	10.5	11.4
Females (incl. Hispanic)	318,700	100.0%	100.0%	100.0%	6.0%
White	77,600	24.3	24.3	24.8	6.1
Black/African American	3,100	1.0	0.9	1.7	10.6
Amer. Indian/Alaskan Native	800	0.3	0.2	0.8	19.1
Asian	146,600	46.0	47.2	27.4	3.6
Native Hawaiian/Pac. Islander	27,000	8.5	8.0	16.0	11.3
Some Other Race	3,100	1.0	0.9	1.7	10.4
Two or More Races	60,450	19.0	18.4	27.5	8.7
Minority Group	241,100	75.7	75.7	75.2	6.0
Hispanic or Latino	19,900	6.2	5.9	11.3	10.9
Females as a Percent of Both Sexes	48.20%	----	----	----	----

Note: Totals may not add due to rounding.

Source: Labor Force Estimates from 2011 Annual Local Area Unemployment Statistics (LAUS), based on 2000 Census.  
2012 State Plan

2. *What are the current and projected employment opportunities in your local area? Explain how the demand list was shaped for top industries and occupations. [WIA § 118(b)(1)(B); 20 CFR § 661.350(a)(2)]*

Advertised openings in Hawaii County per the state plan are listed below. Registered nurses are in high demand, largely highly skilled nurses which are needed. Retail and customer service and maids are generally influenced by the hospitality industry.



Source: HIWI Area Profile, Online Advertised Jobs  
Hawaii State Plan 2012

The Hawai`i County Workforce Development Board, using data from county, state and federal sources, concluded that seven industry sectors; [1] Hospitality/ Visitor; [2] Healthcare; [3] Construction; [4] Education Systems; [5] Innovation Industries; [6] Astronomy and; [2] New Agriculture had the greatest impact on the County’s economy and workforce needs.

**Hospitality/Visitor Industry:** Although once struggling to find qualified workers to fill vacancies coupled with low unemployment, the industry has faced a downturn in the market directly correlating to the effects of the national economy. Air lift is on the rise but is not recovered. Hilo international airport currently has a mainland route, the last one was ceased in 2008.

Although not mentioned in the last plan version, ecotourism is an area that is expected to emerge as a demand business as the economy improves.

The cruise ship industry has had the greatest impact over the last two years with the highest gains in visitor counts. However our economic downturn has impacted the tourism industry more than most, several cruise ships have modified routes and no longer sail to our ports.

**Health Care Industry:** With our steadily increasing aging population, there has been and will continue to be a heightened demand for elder care, certified nurse assistants, home health nurses, and home health aides. The escalating health care costs have been a key driver in the proliferation of domestic elder care. The introduction of mobile health and dental care for rural areas has also created opportunities for outreach health workers to serve an otherwise underserved population.

Preventative health care has been the genre over the past decade. With its popularity, together with our aging baby boomers, we will continue to see growing demands in: wellness and fitness centers, homeopathic and nutritional care, rehabilitative services,

etc.

**Construction Industry:** The housing cycle peaked two years ago and is on the decline with an excessive inventory of middle to high end single family houses on the market. Building permit issuance has dramatically decreased. During the downturn, even skilled trades people have been impacted. As always the problem for the industry will be well-trained, skilled workers who will continue to be in demand.

**Education Systems:** Over the past several years, the University of Hawai`i at Hilo and the Hawai`i Community College have made great strides in attracting local residents, intra-state residents, and out-of-state students to their campuses. The University system and Hawai`i Community College are acquiring funding for modernization, expansion of facilities and increased vocational programs. The additions of Pharmacy, Engineering and Physical Therapy programs as well as several modern buildings are recently completed or in process. With expansion will come more employment opportunities in the clerical, professional, technical and innovation sectors, along with the need for teachers to educate and train for these sectors.

The Department of Education continues to search for a full pool of qualified teachers necessary to meet all requirements, such as No Child Left Behind reporting. These regulations have adversely affected the ability to tutor our students effectively. Without addressing this area, our labor force will not attain the skills necessary to pursue occupations in industries.

**Innovation Industries:** Clean industry is the wave of the future for Hawai`i Island. The geographic isolation of Hawai`i County to the rest of the State and world has prompted employers to rely heavily on high tech connectivity. From basic office conversion to personal computers and operational software programs to conducting business via the internet, businesses will continue to seek business solutions via this technology. Transcending all occupations and industries, transacting business with and through computer technology will be the way of doing business.

High technology has revolutionized the agricultural, health, science, business service, and visitor industries in our County. Further, entrepreneurial opportunities will be readily available for the enterprising individuals seeking niche markets.

**Astronomy:** Hawai`i Island is world renowned as THE place for astronomy. The most sophisticated high-powered telescopes in the world and international presence have attracted renowned technicians and scientists from around the globe. In partnership with the industry and the university system, a coordinated workforce development initiative needs to support the infrastructure of this community.

**New Agriculture:** Since the demise of large plantation farming, new agriculture has blossomed with new niche market high end products. With such diversity expanding including the world renowned Kona coffee, hearts of palm, hydroponic heirloom tomatoes being sold to market and top restaurants around the nation. The science that this new agriculture demands requires a new approach for job recruitment, including higher skill requirements at entry level and willingness to train on the job.

Horticultural specialties, tropical fruits, nuts, fresh cut flowers and ornamentals have

had an increasing presence in our County. With improved marketing strategies via cooperatives and joint ventures, many have expanded their markets nationally and internationally. Increasingly, nursery laborers need to possess a variety of skills that will complement the technological changes in this industry.

Aquaculture has also continued to experience growth with numerous small businesses successfully raising kahala, algae, shrimp, lobsters, crabs, abalone, and oysters. Production levels are almost at maximum levels.

3. *Describe any significant changes in your local area resulting from the current economic downturn and any differences in the way services are being delivered. [20 CFR § 661.355]*

Due to the economic downturn services were altered, more frequent orientations and group activities, including job clubs were developed. Also, the online job listing and recruitment software, HireNet was utilized more for automated self service. More emphasis on leveraging resources and collaboration with other partners was seen in the one-stop and with other community partners. Additionally, co-enrollment strategies are being encouraged, when allowed.

4. *What is the assessment of the current workforce skills and knowledge, and what are the skill gaps that the local area will work to close?*

### **Skills**

**Basic Skills:** Deficiencies in basic education has become increasingly evident in many new labor market entrants as well as current employees. Employer input via our existing school-to-work initiatives island wide has validated these deficiencies. In order to compete in this demand driven global economy, a sound comprehension of basic language skills; reading, writing, computations, listening and speaking are principal prerequisites. Deemed as a key building block to a self-sufficient lifestyle, basic skills acquisition will be a high priority for our LWIB.

**Technology Skills:** Due to rapid developments in technology, our workforce must possess moderate to high levels of computer application skills and information technology expertise. Across all industries and occupations, a minimal level of computer application skills and literacy is needed. Being adept in software applications will greatly enhance employability levels of our Big Island job seekers, employers and current workers.

**Occupational-Specific Skills:** Our workforce will be required to have some skills and aptitude in their chosen occupation. Although not entirely necessary for entry-level positions, these skill prerequisites will ensure greater job retention and work quality as employers strive to compete in a global economy. It is the specific intention of our LWIB to introduce occupationally specific skills in a contextual learning environment. Whenever possible, academic learning will directly relate to the specific occupational skills.

**Interpersonal Skills:** With the constant focus for customer satisfaction and customer service, employees must possess a high level of interpersonal skills to effectively deal with co-workers and customers alike. The ability to work in teams is essential to completing multi-tasks demanded by today's businesses. Specific desirable traits that

directly complement effective interpersonal skills include, but not limited to: being punctual; showing initiative; being empathetic toward cultural differences; accepting responsibility; demonstrating good time management and having the ability to communicate in oral and written form.

**Multi-lingual Skill:** As a hub to the Pacific Rim, Hawai`i represents a clearinghouse of business transactions for many cultures and languages. As a major visitor destination, many of our employees will be interacting directly with our European and Asian visitors. For many occupations in the hospitality industry, being bilingual is a requirement. As more of our employers perform international business transactions, the ability to speak more than one language will become increasingly invaluable.

**Entrepreneurial Skills:** Many aspiring entrepreneurs have started numerous small business ventures, filling a variety of niche markets. In addition to the necessary occupational skills needed for their ventures, these entrepreneurs need skills in marketing, business planning, accounting, management, information systems, etc.

**Job Readiness and Retention Skills:** Data from surveys and questionnaires have indicated that many new entrants to the labor market lack essential job readiness skills. Further, welfare work requirements have vaulted many unskilled individuals into the job market. Developing employment preparation skills prior to employment is necessary to ensure entered employment rates and retention with this population. These skills include, but are not limited to: understanding personal strengths and weaknesses, interview preparation, resume-writing, knowing job trends and understanding employer expectations.

5. *What challenges does the local area face in attaining the skills and education and training needed to obtain employment? [WIA § 118(b) (1) (C); 20 CFR § 661.350(a)(2)]*

Challenges include:

- Limited, declining funding to meet all county-wide need, large geographic area with limited population and limited training courses.
- Most severe unemployment and poverty rates to meet the needs of this geographically diverse, high need population.

6. *How well is the Local Area equipped to meet those challenges?*

Although there are multiple challenges, with excellent partnerships between the community school for Adults, community college and the one- stop system, the local area is best equipped to meet the skill and educational challenges. Long developed partnerships with the credit and non-credit programs have shaped many in demand educational programs. Technology and IT infrastructure make it more possible to work across geographical barriers. Private programs are available as well. Leveraging of resources, seeking additional funding and seeking of collaborations from the program to the client level is an ongoing challenge but our local area is best equipped to meet it for our county.

## **B. Local Area Vision, Goals and Strategies**

1. *What is the vision of the LWIB?*

The HCWIB is aligned with the State's vision and goals which support the governor's new day goals. *The Governor's goals are listed in **bold** with the supporting HCWIB economic development goal following.*

The HCWIB economic development goals are:

- **Investing in People:** Upgrade skill levels of incumbent workers for emerging and growing industries.
- **Transforming Government:** Exchange and share demographic data with economic development agencies such as the Hawai'i County Department of Research and Development's Ho'owaiwai Network which gathers, analyzes and disseminates demographic data, organizes and facilitates network meetings meant to share information, pool resources and create collaborative opportunities for government, nonprofits and private businesses
- **A Sustainable Economy:** Identify and promote emerging, environmentally friendly industries and high-waged occupations such as information technology, tourism, construction, astronomy, university, health and gerontology.

2. *Indicate any additional goals for Program Years 2013-2017 that fall outside the Governor's New Day goals listed on page 1 that are important for the Local Area.*

- Local Vision and Leadership
- Serve citizens who are most in need or in hard to serve categories
- Emphasis on Out of School Youth (60%) services
- To reach our unemployed as well as our under-employed population

3. *What are the Local Area's two to four top priorities for 2012-2014?*

Bridging Workforce and Economic Development is an overreaching goal for the Local WIB. Identifying and removing barriers to business development; attracting individual business and helping them to thrive.

They will concentrate on:

### **1) Employer Outreach and Services**

This will include the continued support of a business service center for use by local employers to conduct business activities related to employment and training. Employer representatives, working closely with entities like the Hawai'i Economic Development Board (HIEDB), the County Research and Development Division and the Workforce Development Division will assign specific employer liaisons for various key industries, specifically technology, retail, and health services. They will help to coordinate and conduct business/employer forums. The forums, some held on a monthly basis, are designed to address the specific focus groups to address employment and training needs of individual industries. Additionally, small and emerging businesses will be supported through the development of an Entrepreneurial Center at the One Stop. Additionally, partnerships in Kona and North Hawai'i allow one stop services to be administered in remote locations. The Rural Outreach Services Initiative (ROSI) at the North Hawaii Educational Research Center (NHERC) in Honoka'a as well as the Kona Workforce Development Office are used by a variety of partners, businesses and job seekers.

## **2) Labor Force Pool Expansion**

Extensive outreach efforts will help to identify, recruit and train under-utilized segments of the hard to serve and under-utilized populations that will help to meet the employment demands of business and industry. This under-utilized population includes, but is not limited to the population listed in Section I.1.b. Also, the LWIB will Increase Entrepreneurial support services at the One Stop to encourage small business development.

## **3) Technology Update**

Improving island wide communications to include videoconferencing for meetings and /or interviews will become more critical as we expand services to our employers.

In order to better serve the unique needs of the Big Island, the HCWIB will provide laptops with wireless internet connectivity to allow providers to provide services to participants in the rural areas.

## **4) Capacity Building**

Provide technical and administrative support to determine service delivery gaps, organize and convene meetings of various stakeholders, coordinate training efforts for the HCWIB and research possible grant possibilities. Support the HCWIB Strategic Planning Committee to help develop long term plans, directives and solutions for key employment and training for stakeholders in Hawai`i County. Continue to partner with HIWEDO (Hawaii Island Workforce and Economic Development Ohana).

4. *How has the Local Area aligned itself with regional economic development to ensure that workforce development services support anticipated industry growth, employment opportunities and required skilled competencies? [Training Employment Guidance Letter (TEGL) No. 21-11, Item 7A, Bullet 1]*

Our local area works closely with entities such as the Hawai`i Economic Development Board (HIEDB), County Research and Development Division, Hawaii County Economic Opportunity Council (HCEOC), Maui Economic Opportunity (MEO) and Hawaii Island Workforce and Economic Development Ohana (HIWEDO). We participate in common planning and have goal alignment. Additionally, our members include multiple business owners who are members of various employer and development agencies, Chambers of Commerce, Industrial Associations, and Human Resources Associations. All board members and members of the public, including the partners above have input in our planning as well as regular meetings.

5. *How has the Local Area coordinated across different programs and funding streams to integrate planning processes and operational procedures to lower costs and increase the effectiveness of service delivery? How do these cross-program strategies link to employers and sector strategies (such as the skill panels for healthcare, agriculture and software development). [TEGL No. 21-11, Items 5 & 7A, Bullet 2]*

The local area has sent representatives to National, Statewide and Local sector strategy sessions, including Statewide skills panels for healthcare, agriculture and software development, National Association of Workforce boards and local chamber events, Rotary meetings, KIAA, business forums and others. As a result of these meetings, networks are strengthened and sector as well as individual business strategies are optimized. One example of a local sector approach was the astronomy strategy. It began with a report on jobs which projected job availability and education required.

This was then used to identify on island educational opportunities. As a result, several degree tracts are being developed on island. To find the report go to <http://records.co.hawaii.hi.us/WebLink8/DocView.aspx?id=24133&dbid=1> click on Hawaii Island Astronomy Workforce Opportunities Report for 2010-2023.

6. *Has the Local Area performed a skills gap analysis for the top 5-10 targeted jobs? If yes, please attach a copy of the analysis and include O\*NET codes. [TEGL No. 21-11, Item 7A, Bullet 3]*

The HCWIB will be conducting a skills gap analysis as well as a targeted industry analysis to be completed at the end of PY13.

7. *What are the Local Area's key partnerships that are necessary to implement the strategies (be specific). [TEGL No. 21-11, Items 7A, Bullet 3 & 7B]*

All One-Stop partners are needed, specifically: Temporary Assistance for Needy Families (TANF), Adult Basic Education, Hawai'i Community College and University of Hawaii, Unemployment Insurance, Registered Apprenticeship at the state and college level, Alu Like, Youth Build, Job Corps, Rapid Response, TAA. Also, a wide variety of non-mandated partners such as Goodwill and Paxen are key partners.

8. *If applied, how have "lessons learned" from evaluation studies been used to modify and improve service delivery strategies? [TEGL No. 21-11, Item 7A, Bullet 4]*

Over the many years that the LWIB has been operating the WIA program in Hawaii County DOL TEGLs and evidence based practices are routinely reviewed, distributed to providers and applied, as needed and appropriate in our local area. Strategies to address common program concerns have been implemented such as program design elements, outreach strategies, enrollment points, program resources as well as data validation and performance measure issues.

9. *Identify the job skills/credentials that are needed to obtain the employment opportunities available in your Local Area, and the education and training resources that exist to assist individuals in obtaining these skills. If there are not enough training/education/OJT resources, how will the Local Area and its partners address the deficit(s)? [TEGL No. 21-11, Item 7A, Bullet 5 & 7C]*

Commercial Driver License, Certified Nurse Assistant as well as general computer and basic general skills are commonly needed in the local area. General and post secondary education, ESL and High School are also common. The local area is always looking for additional certifications. The addition of online training via the community college has created a method for students to access needed training, even if there are not enough students for an entire class. When needed, the community college and UH have developed new workforce demand programs. Programs such as meat cutting, forestry, welding, radiologic tech, and engineering are some recently developed program examples. Green job training programs which were developed for the State Energy Sector Partnership program include LEED Building, Home Energy Survey Professional, Photovoltaic Installation, Recycle Service Worker and Pre-Iso Natural Farming. The local area sees opportunity for Job Search, interpersonal skills and customer service to be emphasized. Of note, OJT demand is higher than funded

but volunteerism is encouraged as a job seeker strategy through our partner Volunteer Internship Program (VIP). In order to more effectively pool resources and ensure continuity of service in the event of funding or other resource shortages, One-Stop Partners are engaging in an online referral program that will reduce paperwork, staff time and redundancy. Resource Match has been successful in providing comprehensive information and referrals of community services to individuals living in the Mission District of San Francisco County. The Hawai`i Alliance for Community-Based Economic Development and the BIWC are piloting the program in Hawai`i County.

10. *How will the Local Area coordinate discretionary and formula-based investments across programs in support of the governor's vision? How will these funds be used to leverage other public and private resources in order to effectively and efficiently provide services? [TEGL No. 21-11, Item 7B, Bullet 6]*

Program coordination is through our documented MOUs, monthly one-stop meetings, and excellent collaboration between partner agencies. The local area vision and Governor's vision are closely aligned, both are cited in our plan, and are an area of focus. Our Island is largest in geographic area, lowest in population per area, almost the highest unemployment and poverty. Due to these challenges, our community is recognized as having excellent collaboration. Combining program resources, leveraging and co-enrolling is a common practice, when allowable.

## **Section II - Operational Plan**

*In the following sections, discuss how you will align federal, state and local policies and procedures, operations and administration. How will this alignment contribute to the avoidance of duplication and to closing gaps in service?*

### **A. Service Delivery**

1. *What programs and funding streams support service delivery through the One-Stop Career Center (One-Stop) system? If applicable, what are the anticipated changes to those programs or funding streams? [WIA §§ 121(b)(1)(B) & 121(c)(2)(A)(ii)]*

A complete list of programs is listed as a part of our MOU in Appendix 7, page 2. No changes are anticipated in the funding streams.

2. *Are each of the required WIA partners included in your One-Stop delivery system? If a required partner is not involved, explain the reason. [WIA § 117(b)(2)(A)]*

Job Corps is not present on the island and conducts all functions off island. The program comes periodically for recruiting of clients. Recruitment is conducted at the One Stop and youth and partners are notified. Youth and adult program providers make students aware of their programs and some Big Island students have moved off island for Job Corps opportunities. For PY 13, WIA in-school youth service provider is the Paxen Group. Goodwill Industries will be the out-of school youth service providers for PY 13.

3. *Describe how your local area's WIA funds are used to leverage other federal, state, local, and private resources. How do these coordinated resources lead to a more effective local system that expands the involvement of business, employers and individuals? [WIA § 112(b)(10)]*

Collaboration between partners is a normal operating paradigm. The services of each are known, communicated and opportunities for clients to receive the best services are sought. For instance, when funding for one program is dwindling, another program may have opportunities for enrollment. Also, programs often share enrollment criteria with partner agencies so that they can assist with recruitment or look within their client bases for co-enrollment. Lastly, the resource sharing agreements demonstrate other types of coordinated collaboration. When each partner can represent all partners, their business, employment and individual contacts are multiplied and leveraged.

4. *Describe and assess how the services provided by each of the One-Stop partners are coordinated and made available in your local One-Stop system. [WIA §§ 118(b)(2)(B) 121(c)(2)]*

Each partner agency meets on a monthly basis. Additionally, cross training opportunities are conducted semi annually for all line staff to ensure each knows the programs of the others and can collaborate and provide referrals.

5. *Describe and assess how your LWIB ensures continuous improvement of eligible providers of services through the One-Stop system in meeting the employment and training needs of local businesses and job seekers.[WIA §118(b)(2)(A)]*

The One-Stop is relatively small and is in constant communication with each other, through normal program activities as well as monthly one- stop coordination meetings and special one- stop events. One- stop partners are on the WIB and Youth Council and providers of Adult, Dislocated Worker and Youth programs are invited to all WIB meetings. Business representatives are on the WIB beside industry representatives, government officials, client services and training providers. The Youth Council oversees youth service providers. Service providers submit monthly financial and program reports to the Youth Council and attend monthly meetings to provide provider reports and answer subsequent questions. The meeting format for Youth Council is identical to the Oversight Committee which oversees the Adult and Displaced Worker programs. The Oversight Committee also oversees Eligible Training Providers' progress. WIA staff updates the committee on issues concerning ETPs such as compliance, expirations and new providers. The one- stop provider, adult and DW program operator and members of the WIB all attend and provide input and comments on the employment and training needs in our local area. The community college has, by far, the largest selection of eligible training programs and can add them rapidly to their non credit program.

### ***Services for Adults and Dislocated Workers***

6. *Describe and assess the type of adult and dislocated worker employment and training activities that are available in the local area, including a description of the Individual Training Account (ITA) system and procedures for ensuring that any exceptions to use of ITA's are justified under WIA § 134(d)(4)(G)(ii) and 20 CFR 663.430. [20 CFR § 661.350(a)(5)]*

Core, Intensive and training services are available in the local area. Use of ITAs is balanced with area job possibilities, client aspirations, skills, barriers, experienced and the overall budget.

7. *Describe how integrated services to both job seekers and businesses are provided. This includes:*
  - a. *Partnering with Temporary Assistance for Needy Families (TANF), Adult Education and other social service programs to implement comprehensive career pathways. [TEGL No. 21-11, Item 7B, Bullet 1]*

As Big Island Workplace Connection (BIWC) mandated partners, our TANF and Adult Education participants have full access to our Adult and Dislocated Workers Programs when eligibility requirements are compatible. Additionally, Workforce Development Division Hawaii Branch, as the designated program operator of the WIA Adult and Dislocated Worker Programs, also serves TANF participants through its First-to-Work and Food Stamps Employment & Training Programs where

eligibility requirements are compatible. Through dual enrollments and sharing of resources, these participants are provided career counseling and guidance relative to their strengths, barriers, aspirations, experiences, values, etc.

- b. *Improving the connection between WIA, Wagner-Peyser and Unemployment Insurance (UI) systems to enhance reemployment services for unemployed job seekers and shorten the duration of unemployment for UI claimants. [TEGL No. 21-11, Item 7B, Bullet 2]*

WDD Hawaii Branch is the sole operator of the Unemployment Insurance Division's Re-employment Initiatives. As all Unemployment Insurance Claimants receive mandatory orientation workshops at our WDD Offices, every claimant is offered a continuum of services through WIA and other applicable training programs operated through our BIWC?

- c. *Using Registered Apprenticeship to meet training needs for some job seekers as well as some employers in need of skilled workers. [TEGL No. 21-11, Item 7B, Bullet 3]*

The State Apprenticeship Division is a complementary division to our WDD Hawaii Branch. The specific procedures and protocols are facilitated by our WDD branch and local offices. Through this established mechanism, WDD's Apprenticeship Division will assess and determine eligibility for entry to its training program. Hawaii Community College, another mandated BIWC partner, provides the academic component to this training. WD, in partnership with our Apprenticeship Division, will facilitate an employer sponsor to satisfy the work-based component.

- d. *Comprehensively serving dislocated workers (e.g. streamlining assessment and case management to ensure that needed job search and training services are provided) through the WIA Dislocated Worker Program. The Trade Adjustment Assistance (TAA) Program and Rapid Response, including layoff aversion strategies and coordination with statewide rapid response activities. [TEGL No. 21-11, Item 7B, Bullet 5; WIA § 118(b)(4) & (5); WIA § 121(b)(1)(B)(xii) ]*

As principal deliverers of the Rapid Response Program and TAA locally and state wide, WDD has consolidated its assessment, enrollment, and training activities to insure the most effective and timely service delivery to our dislocated workers. These three programs and staffing are all housed under one roof: WDD local offices, official site of our Big Island Workplace Connection. Additionally, our Rapid Response Program allows our operation to proactively support employers with layoff aversion strategies well before a layoff situation arises. When local resources are not sufficient, our State Rapid Response Team and WDD Administration are called upon to immediately pursue a National Emergency Grant.

- e. *Coordinating formula with discretionary grantees to ensure that effective practices are shared across programs and case management of participants is coordinated. [TEGL No. 21-11, Item 7B, Bullet 6]*

WDD Hawaii Branch has been the recipient of every major federal discretionary grant to assist large company closures in Hawaii County. Housed in a singular operation, case managers share all pertinent information between formula and

discretionary staff greatly reducing the duplication. Most discretionary grant participants are co-enrolled in the formula grant to for the continuity of services and to maximize program resources. Resource Match is intended to enhance the referral and tracking of participants as well as reduce redundancy.

8. *Describe partnerships that the LWIB and One-Stops have developed to improve services to customers in the Local Area. In particular, include the local community college(s).*
  - a. A partnership with the Hawaii Community College's C3T Grant has been established co-located academic modules here at BIWC.
  - b. LWIB and BIWC have supported WDD's efforts in establishing Hawaii State's first Rural Outreach Services Initiative (ROSI) in Honoka`a. The key purpose of this 28+ agency consortium is to exponentially increase employment and human services to rural communities.
  - c. Going Home, a comprehensive prison-to-community re-entry initiative, provides innovative educational modules with the Hawaii Community College, employment services with WDD, and a network of support from our 20+ service organizations.
  - d. Hawaii Island Workforce & Economic Development Ohana (HIWEDO) was created by our LWIB and is now spearheading numerous community-led initiatives such as: Huiana Student Internship Program (for high school students), employer educational workshops, Business Leadership Network that supports business leaders who advocate for inclusion in the workplace, and Workforce Solutions Consortium that supports individuals with disabilities pursuing self-sufficiency.
  
9. *Describe and assess how you provide Wagner-Peyser Act services to the agricultural community. Specifically, how do you provide outreach, assessment and other services to migrant and seasonal farm workers, and services to employers? How do you provide appropriate services to this population in the One-Stop system? [20 CFR § 662.200 (b)(1)(vi)]*

Wagner-Peyser and Veterans staff in Hilo, Kona and Honoka`a provide follow-up services to agricultural leadership groups in East and West Hawaii established in 2012 as Agriculture Skills Panels were created. WDD staff with ROSI, our itinerant rural site, is co-located with Hawaii Community College's Agricultural Specialist and its ongoing agricultural training modules and technical assistance. Wagner-Peyser, WDD's labor exchange program provides follow-up support to our ongoing veterans-to-farmers initiative in Waimea; supports its state-funded Employment & Training Fund Program and beekeeping training modules, etc. Wagner-Peyser staff, co-located at BIWC's primary facility, works with United States Dept. of Agriculture and the State of Hawaii Dept. of Agriculture relative to workforce concerns within this industry. Employer workshops on labor related issues are facilitated by Wagner-Peyser staff. All seasonal layoffs in Hawaii County are coordinated by this WP staff to insure that all possible MSFWs are afforded the full continuum of services.

10. *Describe and assess your local area's delivery of services to people with disabilities. What partnerships and collaborations exist to provide services to this population? What training services and employment opportunities are available to this population in your*

*local area? [WIA §§ 112(b)(17)(A)(iv) & 408]*

In 2007, WDD Hawaii Branch created the Workforce Solutions Consortium to jointly advocate for the self-sufficiency of individuals with disabilities. Over 15 agencies meet monthly to: a) collaborate with our employer and consumer outreach; b) coordinate inter-agency training and capacity building for all participating agencies; c) increase employment opportunities for all individuals with disabilities who are able to perform primary functions of their selected employment. All employment and training providers such as Division of Vocational Rehabilitation, Arc of Hilo, and WDD leverage their capacity to provide training.

11. *If your local area received funds to operate a reentry program to provide parolees support in seeking, securing and maintaining employment as they transition from prison to their home communities, describe and assess your service delivery and partnerships in serving this population group. Describe what changes in your local area may be necessary to improve the level of service. [WIA §§ 134(d)(4)(G)(iv)(II & 188(a)(5)]*

In 2006, under the leadership of the Office of the Mayor and WDD Hawaii Branch, our Going Home Prison-to-Community Reintegration Consortium was created to address the growing need to reverse the recidivism rates of ex-offenders re-entering our communities. Parolees, probationers, individuals on furlough as well as current inmates matriculate through a co-case management system (of Public Safety, WDD and others) to enter training and job readiness activities prior to job placement efforts. This community-driven initiative also provides timely support services such as counseling, temporary shelter, faith-based support, drug abuse intervention; domestic violence intervention, safety equipment and tools to further insure gainful employment and retention.

At the State Legislature, there is an effort to exempt those with prior criminal backgrounds from being systematically excluded from a work experience component in the government sector. This should allow for the much-needed experiences and work references for this special needs population. Locally, the most significant obstacle is one of perception by many employers: that this entire population is a high-risk group to employ. Whereas, in any cohort, you have high risk individuals, Going Home's Employer Relations Committee is working on continual education to dispel these misperceptions via employer educational workshops featuring successful ex-offenders and satisfied employers.

### ***Priority of Service to Low-Income Individuals in the WIA Adult Program***

12. *Describe the criteria used under 20 CFR § 663.600 to determine whether funds are limited for adult employment and training activities and the process by which any priority will be applied by the One-Stop operator. [20 CFR § 661.350(a)(11)]*

Unless the funds allocated to a local area for WIA Adult employment and training activities are sufficient to provide adequate services to at least 25% of that area's adult poverty population, the funds will be considered limited. Currently, the funds are considered limited in all the local areas, therefore, priority of service will be given to recipients of public assistance and those meeting the definition of low-income. Under federal law, low-income veterans are given priority to participate in our WIA

Program when a wait list is present. .

13. *Describe how priority of service to low-income individuals is carried out while still allowing universal access to Core Services. Include this policy as an appendix. How do you ensure that all staff are aware of and using this policy in daily operations?*

85% priority of service is given to those economically disadvantaged Adults in the local area. 15% may not be economically disadvantaged and may be targeted for specific industries deemed in “high demand” by our LWIB. It is encouraged that only participants who have successfully obtained employment with wages exceeding the 200% Federal Poverty Guidelines be exited from the program. According to Poverty in America’s Living Wage Calculator, the living wage for a single adult in Hawaii County is 10.16/hr. or \$19,507/yr.; for a two-parent household with two children, it is \$20.37/hr. or \$39,110/yr

Although priority of service is given to our economically disadvantaged population, access to Core and Universal Services is available to all job candidates in our one-stop locations. BIWC partner staff, as necessary, will navigate all job candidates through a series of job search activities. However, only 85% of this priority-of-service population will be able to receive training subsidies from our WIA Programs.

All staff receive training and periodic refresher sessions of this priority-of-service protocol. WIA supervisors review all case manager records within 30 days of transaction for compliance. Corrective actions are taken as appropriate.

14. *Describe the method(s) that is used to identify an individual as a priority customer:*

a. *The parameters used to qualify someone as low-income. Low-income status is determined by verifying the combined income of an individual and comparing it against the low-income data provided by the state (Poverty Guidelines, Lower Living Standard). A potential youth, adult or dislocated worker program participant must meet at least one of the following parameters in order to obtain low-income status.*

- Income/wage statements for 6 months prior to intake (X2)
- General Excise Tax Filings
- Documentation and verification for Dept. of Human Services
- SSI and/or SSDI Statements
- DD214 (veterans verification document)
- Self-attestation

b. *List of acceptable types of documentation to collect and maintain when an individual self-identifies as a public assistance recipient or other low-income individual.*

- Copy of Authorization to Receive Cash Public Assistance
- Copy of Public Assistance Check
- Medical Card showing Cash Grant Status
- Public Assistance Identification Card showing Cash Grant Status
- Public Assistance Records/Printout
- Refugee Assistance Records
- Food Stamps Records, Card
- Homeless/Run-Away: Written Statement from Shelter or from Individual providing

care

- Individual with Disability: Medical Records; Physician Statement, SSA Disability Records, V.A. Letter, Voc. Rehab Letter, Sheltered Workshop Certification, Worker Compensation Record, Social Service Agency Record/Referral

### ***Priority of Service to Veterans and Eligible Spouses***

15. *Local Areas must incorporate priority of service for veterans and eligible spouses in accordance with the provisions of Training and Employment Notice 15-10 (11/10/10). Describe what processes your Local Area is using to achieve these goals. [WIA §112(b)(17)(B) & §121(b)(1)(B)(1)]*

- Local Area follows the Jobs for Veterans Act (PL 107-288) requiring that a covered person shall be given priority over a non-covered person with respect to any qualified job training program directly funded in whole or part, by U.S. Department of Labor (DOL) (38 U.S.C. 4215).
- Local Area complies with Hawaii DLIR WDD Job Service Bulletin No. 14-12 Change ; Implementation of Priority of Service to Veterans and Eligible Spouses Policy
- Veterans and eligible spouses of veterans are entitled to priority of service at every point of entry in the service delivery system
- Upon initial registration into the One-Stop system, a customer needs form is used to determine veteran status and spouse of veteran in order to assure priority of service
- Verification of Veteran status made by copy of DD214 form
- Need of services assessed and assigned accordingly

16. *Describe or attach the policies that ensure veterans and eligible spouses are identified at the point of entry, allowing them to take full advantage of priority of service. This includes both in-person and virtual access service delivery points.*

See Appendix 6: Job Service Bulletin No. 14-12, Change 1 Subject: Implementation of Priority of Service to Veterans and Eligible Spouses

17. *Describe the methods of communication and training that ensure all impacted staff members are aware of and using priority of service for veterans and eligible spouses in daily operations and the internal monitoring process that will be initiated to ensure that these requirements are successfully implemented.*

- Review of State and federal policy addressing priority of services to Veterans and Eligible Spouses with supervisors and all staff as well as One-Stop partners.
- Alignment of and communication among orientation sessions, workshops, training opportunities etc. to exercise identical priorities; all are geared to receive targeted veterans and their eligible spouses
- 30-Day Reviews by supervisors will indicate need for refresher sessions
- Co-located Local Veterans Employment Representative (LVER) provides continual technical assistance to WIA Operator.

### ***Youth Strategies***

18. *Describe connections to human service agencies to support summer employment and educational work experiences throughout the year and, if applicable, development of pre-apprenticeship programs leading to placement with Registered Apprenticeship. [TEGL No. 21-11, Item 7B, Bullet 4]*

Each year, participants are introduced to the different Summer Employment and Educational Work Experiences offered through human service agencies and other local programs. Students have an opportunity to volunteer, search for and secure competitive employment and have paid work experiences through the youth programs. Out of school youth work experience opportunities are year round.

19. *Describe how the Local Area is coordinating the expenditure of WIA formula funds with other available youth funding in order to integrate the services to this group. Does the Local Area work with Job Corps and Youth Build? If yes, please describe the relationship and the process of coordination. If not, please describe why not and if there are plans to begin and expand the relationship. [TEGL No. 21-11, Item 7B, Bullet 4]*

When available youth providers have had the Local Job Corps do presentations for participants. Nine participants applied to the program and 2 participants successfully attended and graduated from Job Corp Oahu & Maui.

20. *Describe the Local Area's policy to co-enroll into the Older Youth and Adult Programs. If this effort has not been successful, please indicate any barriers to increase this practice. What actions would reduce these barriers?*

While there is formal local policy for co-enrollments between older youth and adults, the youth programs have both coordinated with the One Stop to do referrals. Also, both have minimum Older Youth enrollment goals, per their contracts. Programs have had joint staff meetings to coordinate services and referrals and youth programs conduct field trips to the One Stop so that participants can be introduced to the resources there as well as Adult programs that are available. the programs are successful at enrolling participants,. The LWIB will use these actions to establish a foundation of a formal policy for co-enrollment between older youth and adults.

21. *Describe how youth data is managed in your Local Area. Explain how often the data is reviewed and who reviews it.*

Youth data entered and is managed by the Providers, County and the State. All performance data is entered in HireNet Hawaii, the state MIS system. Providers have internal reviews, The Local Area monitors hard copy data at least annually and the State performs File Validation Reviews annually. Evaluation criteria includes comparative analysis of budget reports, performance reports including numbers of participants served and services offered, as well as exit and follow-up reports including employment retention for exited participants.

22. *Describe the process by which you evaluate the Local Area's youth providers. Explain the process regarding providers you have found to be unsatisfactory (if any). Please use specific examples.*

Monthly the Local Area receives program and financial reports and records. All data is entered into the MIS system by the 10<sup>th</sup> of the month. Annually the Local Area conducts EEO, AA and hard copy file reviews. Additionally, the Youth Council members conduct monitoring of the program annually. Their review consists of a site visit and interviews with staff and participants. If it is concluded that a provider is underperforming through

program or fiscal monitoring, findings and recommendations are submitted to the providers. Providers must respond with a detailed explanation of how they plan to address the issue.

## **B. Performance Levels**

*Reference Appendix 1 and discuss strategies to meet performance goals. [20 CFR § 661.355]*

In 2011, the Youth contracts were amended to include minimum enrollment numbers for older youth. The enrollment minimums will ensure more older youth will be enrolled, and in a few years, exited. If no youth are exited, the number is 0/0, which is neutral. Also, co-enrollment with the adult program is being encouraged, cross-training of staff, referral forms and site tours have been conducted with youth and adult program staff.

## **C. Procurement**

1. *Identify the fiscal agent, or entity responsible for disbursement of grant funds described in section 117(d)(3)(B)(i)(III) as determined by the Mayor under section 117(d)(3)(B)(i). [WIA § 118 (b)(8); 20 CFR § 661.350 (a)(9)]*

Department of Finance, Hawaii County

2. *Describe the process used to award grants and contracts in your Local Area, including how vendors are made aware of opportunities including the process used to procure training services made as exceptions to the Individual Training Account process. How is the process documented? [WIA § 118 (b)(9); 20 CFR § 661.350(a)(10)]*

The Adult and Dislocated Worker programs are Government to Government contracts. The Youth Program services are issued through a competitive bid process, following all Hawaii County, Hawaii State and Federal procurement rules. Public notices and meetings are held to make potential vendors aware.

1. *Has the Local Area entered into contracts with institutions of higher education or other eligible training providers to facilitate training of individuals for high-demand occupations? If not, how is such training arranged?*

The local area has a MOU with the Community College

## **D. LWIB Membership**

*Complete Appendix 2 and insert into your plan. Answer the next three questions based on the table.*

1. *Describe the nomination process for appointing members to the LWIB. Are there any members missing from WIA-designated categories? Yes*

Nominations are received by the Executive Committee, the Chair or designee has a conversation with the nominee. Applications are received and forwarded to the Mayor; the WIB approves the application at the Board Meeting. The LWIB is currently comprised of; nine (9) businesses, 13 community organizations, four (4)

economic development organizations, 12 educational organizations, 15 government agencies or departments and one (1) representative from organized labor. Only leaders who have policy making and hiring authority are allowed to represent their organizations on the LWIB. See Appendix 2.

2. *If yes, what are the categories and when are the new members anticipated to be nominated to the LWIB?*

We have a recent vacancy, which we are in the process of filling, Labor Representative. The application is pending.

3. *If no, do you certify that the LWIB is in compliance regarding membership?*  
Yes

4. *Discuss any applicable changes to the local board structure (do not include changes to specific individuals on the board). Attach a copy of your local bylaws that reflect these changes. [20 CFR § 661.355]*

Not Applicable

#### **E. Memorandums of Understanding (MOU), Resource Sharing Agreements and Contracts**

*The WIA requires execution of a Memorandum of Understanding (MOU) between the LWIB and each One-Stop partner concerning the operation of the One-Stop delivery system. The MOUs may be developed as a single umbrella document, or as singular agreements between the partners and the LWIB [20 CFR § 662.310(a)]. The MOUs should present in specific terms, member contributions and the mutual methodologies used in overseeing the operations of the One-Stop system. Copies of all MOU must be included with the plan modification. [WIA § 118(b)(2)(B); 20 CFR § 661.350(a)(3)(ii)]. The MOU must describe [WIA § 121(c)(1) &(2)]:*

- a. What services will be provided through the One-Stop system.
- b. How the costs of services and operating costs will be funded, including cost-sharing strategies. This is done in Resource Sharing Agreements.
- c. What methods will be used for referral of individuals between the One-Stop operator and the partners.
- d. How long the MOU will be in effect.
- e. What procedures have been developed for amending the MOU.
- f. Other provisions, consistent with WIA, that parties to the agreement decide are appropriate.

The Big Island Workforce Connection group is comprised of all WIA One-stop partners. Monthly meetings are conducted in order for One-stop partners to share information and collaborate on projects and initiatives. Also, each One-Stop partner presents a monthly report on programs and upcoming projects in order to continually improve coordination of services.

1. *Are all components of each Memorandum of Understanding, Resource Sharing Agreement and/or Contract for the Local Area up to date? If not, please itemize and indicate when each will be updated.*

All are updated

2. *Describe your Resource Sharing Agreements, including the agencies with which you have agreements. Are there resource sharing agreements with all partners who provide services to clients? Explain how the resource agreements contribute financially to the operation of the One-Stop Center and its activities.*

See Appendix 7, Memorandum of Understanding, Page 8 COST ALLOCATION

**F. Use of Public Comments in Local Plan Development**

1. *Describe the process used to ensure public comment on and input into the development of the Local Plan. Include a description of specific steps taken to include input from members of businesses and labor organizations. Describe how comments were considered in the plan development process. Include evidence of the duration of the period for public comments. [WIA §118(b)(7)]*

Public comments are solicited via publication in the local paper, at public WIB and Executive meetings. Copies of the draft plan are available at all public libraries throughout the County and at our Hilo and Kailua Kona office locations.

2. *Summarize and include as an attachment public comments on the draft Local Plan, particularly those that express disagreement with the plan. Please include information on LWIB response to the comments. [WIA §118(c)]*

The public comment period expired on May 2, 2013 and there were no public comments.

**G. Required Appendices (Please check off each appendix)**

\_\_\_\_\_ Appendix 1: Negotiated Levels of Performance – negotiated State goals for Program Year 2012 were adopted by all local areas at a meeting on February 14, 2013.

\_\_\_\_\_ Appendix 2: Composition of Local Workforce Investment Board (LWIB)

\_\_\_\_\_ Appendix 3: Current LWIB Youth Council roster

\_\_\_\_\_ Appendix 4: Your current One-Stop consortium agreement

\_\_\_\_\_ Appendix 5: Policy regarding Priority of Service for Low-Income Individuals in the WIA Adult Program

\_\_\_\_\_ Appendix 6: Policy regarding Priority of Service for Veterans and Eligible Spouses

\_\_\_\_\_ Appendix 7: List and attach all Memoranda of Understanding or other contracts with partners and/or vendors. **[WIA Section 118(b)(2)(B)]**

\_\_\_\_\_ Appendix 8: List and attach Resource Sharing Agreements with partners at One- Stop Centers

\_\_\_\_\_ Attach any public comments regarding the draft Local Plans, including those that express disagreement with this Local Plan and information regarding the

LWIB's actions towards addressing them.

**Section III - Assurances**

**2012-2017 Local Integrated Workforce Plan Assurances**

**Please see “Assurances” Attachment**

**Local Plan Certification Signatures**

Name of Grant Recipient County of Hawaii

Contact Person/Title Stephen J. Arnett

Phone 808 961-8379 Fax 808 961-8685 E-mail ohcdwia@hawaiiicounty.gov

This plan represents the Hawai'i County Local Workforce Investment Board's efforts to maximize and coordinate resources available under Title I of the Workforce Investment Act (WIA) of 1998. It is submitted for the period of July 1, 2013 – June 30, 2017 with the assurance that we will operate our Workforce Investment Act and Wagner-Peyser programs in accordance with this plan and applicable federal and state laws and regulations.

\_\_\_\_\_  
Chair of Hawaii County  
Workforce Investment Board

\_\_\_\_\_  
Mayor of Hawaii County

\_\_\_\_\_  
Name (printed or typed)

\_\_\_\_\_  
Name (printed or typed)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date