



# **WORKFORCE INVESTMENT ACT ANNUAL PERFORMANCE REPORT**

## **State of Hawaii**

**Program Year 2014**

**(July 2014 – June 2015)**

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## WORKFORCE INVESTMENT ACT IN HAWAII



The Hawaii Department of Labor and Industrial Relations (DLIR) and Workforce Development Council (WDC) in coordination with four Local Workforce Investment Boards (LWIBs), administer a variety of federal and state workforce programs including the Workforce Investment Act (WIA) of 1998 that will be replaced by the Workforce Innovation and Opportunity Act of 2014. This report focuses on WIA Program Year (PY) 2014 (July 1, 2014 through June 30, 2015) financial, participant and performance information and provides highlights on other programs.

### Introduction

During PY 2014, slightly over 1,400 Hawaii residents received workforce services from the State's network of four comprehensive and five affiliated American Job Centers located throughout the state. Each Center consists of a group of employment and training providers linked electronically and/or co-located at a physical site to improve service delivery to customers.

The network enables partner agencies to better coordinate operations and services. A continuing decline in Federal funding led to closure of all satellite offices on Oahu. Nine Centers remain open Monday to Friday on five major islands.

**Employers** can get assistance in meeting their workforce needs through access to a wide pool of applicants, automated matching of job requirements and applicant's skills, and specialized recruitment assistance.

In addition, labor market and occupational information and reports are available online through HireNet Hawaii.

**Job Seekers** can access a variety of job and training information and services that range from creating a self-help job search plan and independent use of laser printers, copiers, fax machines, and telephones in Center Resource Rooms to asking One-Stop Center staff for employment counseling and training assistance.

### **Change in Administrative Entity**

On July 22, 2014 the Workforce Innovation and Opportunity Act (WIOA) was signed into law. It supersedes the Workforce Investment Act (WIA) and amends the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973. In general, the Act takes effect on July 1, 2015, the first full program year after enactment.

WIOA requires strategic coordination between the following core programs of Federal investment in skill development:

- employment and training services for adults, dislocated workers, and youth and Wagner-Peyser employment services administered by the US Department of Labor (USDOL) through formula grants to states; and
- adult education and literacy programs and vocational rehabilitation state grant programs that assist individuals with disabilities in obtaining employment administered by the US Department of Education (DoED).

In 2013 WDC staff operations and functions, including administrative oversight and monitoring of the workforce development system were transferred to the DLIR's Workforce Development Division due to funding constraints.

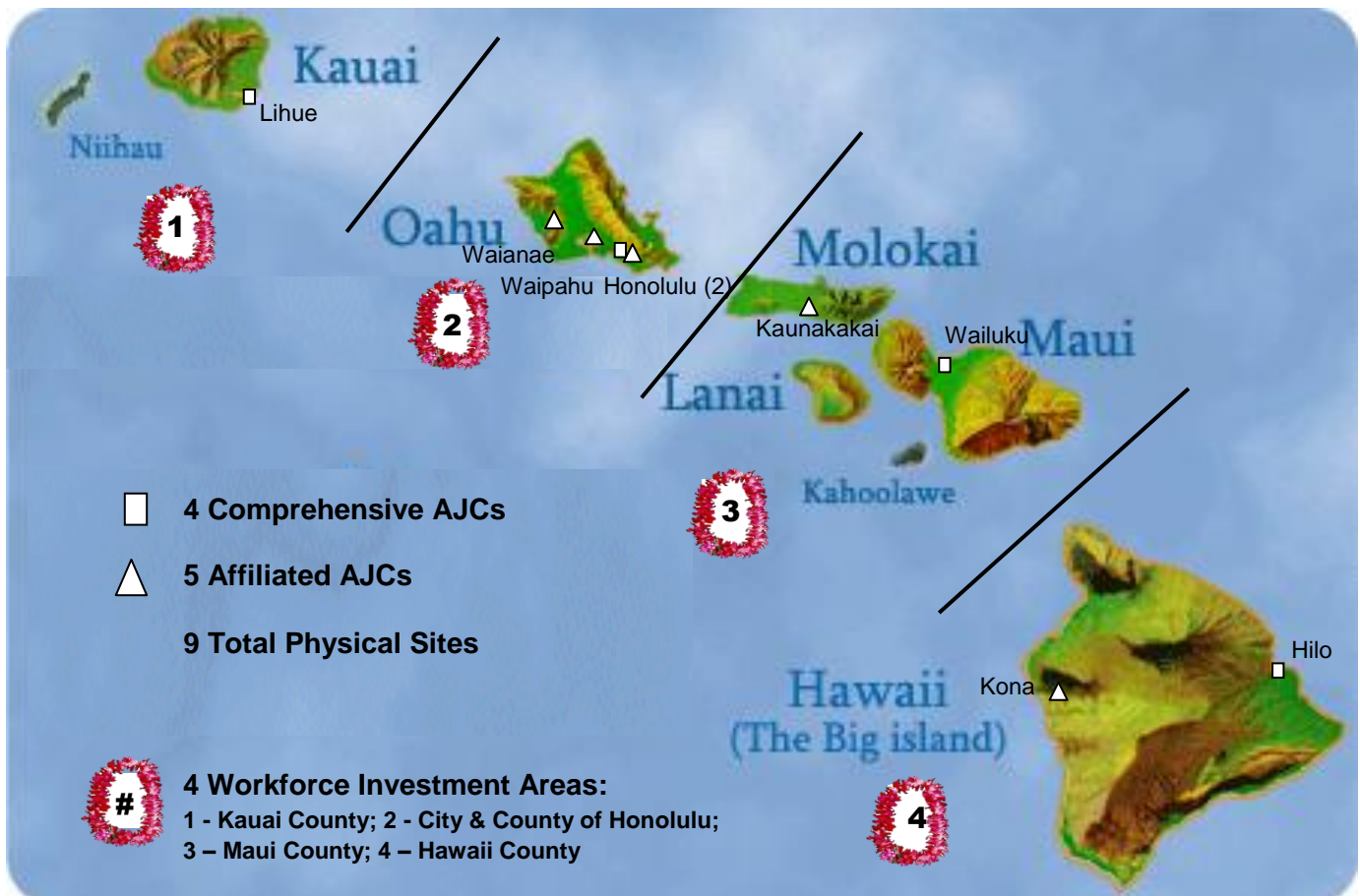
However, because WDD is also a WIA service provider in some locations, federal officers and the passage of WIOA made it clear that there needed to be a separate WDC entity to provide administrative oversight of the WIOA funded workforce development system while ensuring a fair competitive process for WIOA service provider funds. Throughout PY 2014 WDD carried out the duties and responsibilities for WIA and the initial implementation of WIOA.

Reestablishment of WDC support staff and their assumption of WIOA administrative entity functions are scheduled to occur in PY 2015.

## HAWAII'S americanjobcenter SYSTEM

American Job Centers (AJCs) in all four counties provide services to local businesses, and employed and unemployed job seekers. County governments, as the Center Operators, take the lead with organizing service providers in delivery of various employment and training services to local customers. Job search assistance and recruiting services for employers are available at the local AJCs listed at <http://labor.hawaii.gov/wdd/onestop/>.

Each of the four local areas maintains commitments and partnerships with many businesses, academic partners, and state and local government officials. The Local Workforce Investment Boards, with support from local elected officials and state and local partners, work with the local areas to oversee WIA programs and services.



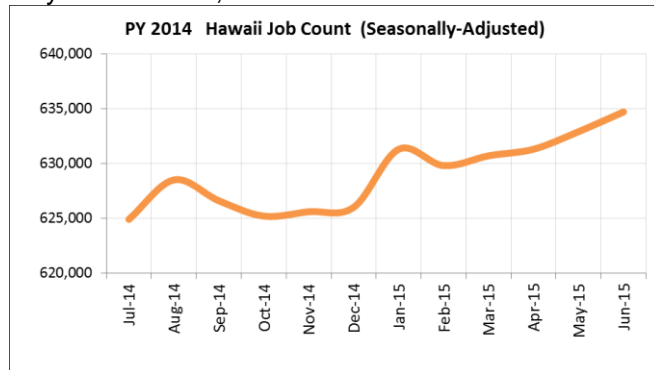


## THE ECONOMY AND JOBS

Hawaii's economy continued to improve from the recession during Program Year (PY) 2014, July 2014 to June 2015. Professional and business services displayed significant growth, while trade, transportation, and utilities continued to be strong. Leisure and hospitality also did well as construction began to pick up steam. Highlights of the economic recovery can be found in the labor market information produced by the Research and Statistics Office:

- Monthly nonfarm jobs in Hawaii grew by 1.6 percent during PY 2014, increasing by 9,800;
- Annual average nonfarm jobs rose 0.9 percent from PY 2013 to PY 2014, adding 5,650 jobs;
- The unemployment rate declined by 0.3 percentage points during PY 2014;
- Hawaii's unemployment rate in PY 2014 was 2.7 percentage points lower than in PY 2010; and
- With the momentum of the current economic recovery, short-term job growth will outpace long-term growth in key industries.

Hawaii's seasonally-adjusted nonfarm job count expanded by 9,800 or 1.6 percent, from 624,900 in July 2014 to 634,700 in June 2015.

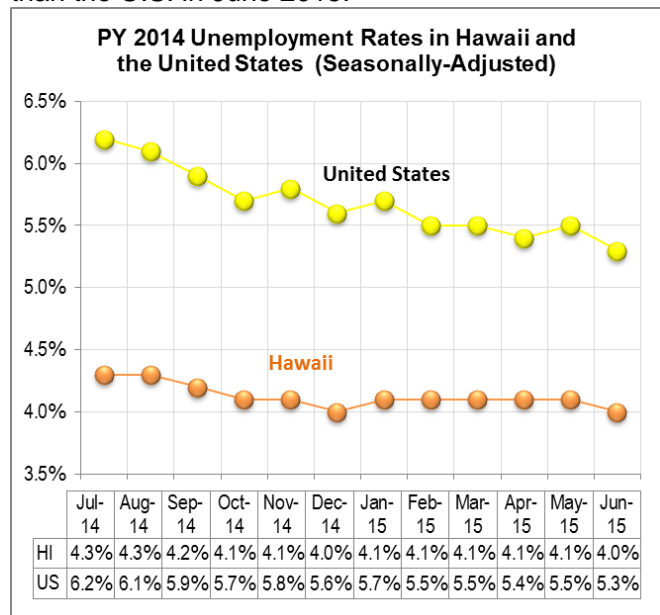


In PY 2014, Hawaii's nonfarm job count averaged 628,960, reflecting an increase of 5,650 jobs, or 0.9 percent over PY 2013. Significant industry growth occurred in:

- Professional and Business Services (1,920 jobs, 2.4 percent)
- Trade, Transportation, and Utilities (1,820 jobs, 1.6 percent)
- Leisure and Hospitality (1,380 jobs, 1.2 percent)
- Construction (660 jobs, 2.1 percent)

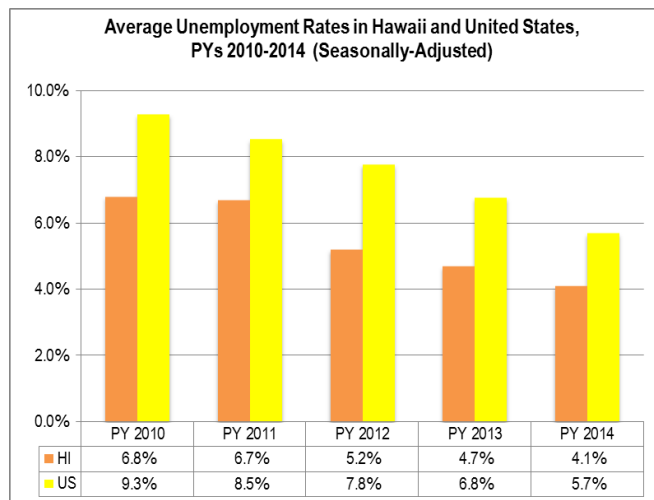
Hawaii Job Count by Major Industry Group, PY 2013 - PY 2014				
Industry	PY 2013	PY 2014	Change	
			Net	Percent
<b>Total Nonfarm</b>	<b>623,310</b>	<b>628,960</b>	<b>5,650</b>	<b>0.9%</b>
Professional & Business Svcs	81,370	83,290	1,920	2.4%
Trade, Transportation, Utilities	117,160	118,980	1,820	1.6%
Leisure & Hospitality	112,590	113,970	1,380	1.2%
Education & Health Services	78,950	79,650	700	0.9%
Mining, Logging & Construction	31,320	31,980	660	2.1%
Financial Activities	27,310	27,530	220	0.8%
Manufacturing	13,650	13,690	40	0.3%
Other Services	26,610	26,560	-50	-0.2%
Government	125,530	124,920	-610	-0.5%

During PY 2014, Hawaii's unemployment rate declined from 4.3 percent in July 2014 to 4.0 percent in June 2015. Meanwhile, the national rate went from 6.2 percent in July 2014 to 5.3 percent in June 2015. Hawaii's ratio was 1.3 percentage point lower than the U.S. in June 2015.

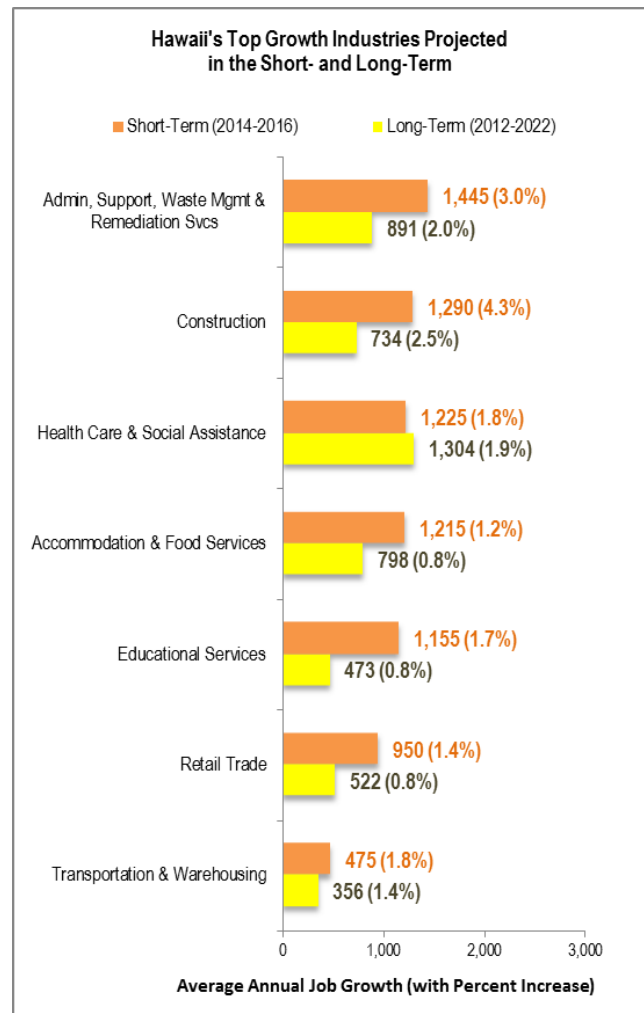


During PY 2014, Hawaii's unemployment rate averaged 4.1 percent, compared to 5.7 percent nationally. The average ratio in Hawaii and the U.S. during PY 2010 was 6.8 and 9.3 percent, respectively. Over the five-year period, Hawaii's rate decreased by 2.7 percentage points compared to 3.6 points for the nation. Although Hawaii's unemployment rate remains lower than the U.S., the gap is lessening.

## The Economy and Jobs (Continued)



Over the long-term, Hawaii's workforce is projected to expand 9.8 percent by 2022, an increase of 65,210 jobs. This translates into 1.0 percent annual growth. However, because of the current economic recovery from the recession, the short-term forecast is rosier. Forecasted growth through the first quarter of 2016 is 1.4 percent annually. Industries anticipated to experience the greatest net job growth are: administrative support, waste management and remediation services; construction; health care and social assistance; accommodation and food services; educational services; retail trade; and transportation and warehousing.



The Research and Statistics Office (R&S) is the State labor market information entity that conducts major research activities on Hawaii's workforce and publishes reports for different target audiences.

The Hawaii Workforce Infonet (HIWI) website is an interactive website containing all the labor market information data and publications that are produced by R&S. Visit HIWI at: <https://www.hiwi.org>



Positive signs of an economic recovery generated interest in unemployment conditions and employment projections. The following customized information products and services were created:

- Short-term industry and occupational employment projections for the State of Hawaii, 2014-2016
- Annual Labor Market Dynamics report presenting 2014 job trends for the State and Counties
- Long-term industry and occupational employment projections for the four Counties in the State of Hawaii, 2012-2022

## The Economy and Jobs (Continued)

Hawaii Employment Projections by Major Occupational Group								
Occupational Group	Short-Term (2014 Q1 - 2016 Q1)				Long-Term (2012 – 2022)			
	Average Annual Openings			Average Annual Growth	Average Annual Openings			Average Annual Growth
	Growth	Replacement	Total		Growth	Replacement	Total	
<b>Total, All Occupations</b>	<b>10,020</b>	<b>17,050</b>	<b>27,070</b>	<b>1.4%</b>	<b>6,890</b>	<b>16,070</b>	<b>22,960</b>	<b>1.0%</b>
Management	730	1,100	1,830	1.2%	480	1,030	1,510	0.7%
Business and Financial Operations	310	510	820	1.1%	240	550	780	0.8%
Computer and Mathematical	130	150	280	1.3%	140	170	310	1.3%
Architecture and Engineering	100	220	310	0.9%	70	230	300	0.6%
Life, Physical, and Social Science	60	210	270	0.8%	50	220	260	0.4%
Community and Social Service	160	260	420	1.4%	170	270	430	1.5%
Legal	20	60	90	0.6%	30	70	90	0.7%
Education, Training, and Library	830	900	1,730	1.7%	400	900	1,290	0.9%
Arts, Design, Entertainment, Sports, Media	130	260	380	1.0%	110	260	370	0.9%
Healthcare Practitioners and Technical	490	560	1,050	1.6%	430	610	1,040	1.5%
Healthcare Support	360	290	650	2.0%	340	310	650	2.0%
Protective Service	360	580	940	1.6%	210	540	750	0.9%
Food Preparation and Serving Related	960	3,560	4,520	1.2%	640	2,820	3,470	0.9%
Building & Grounds Cleaning/Maintenance	800	900	1,700	1.7%	540	910	1,440	1.2%
Personal Care and Service	430	570	1,000	1.9%	420	530	950	1.9%
Sales and Related	880	2,290	3,170	1.3%	510	2,060	2,570	0.7%
Office and Administrative Support	1,000	2,050	3,050	1.0%	660	2,000	2,660	0.5%
Farming, Fishing, and Forestry	50	160	210	0.9%	10	190	200	-0.1%
Construction and Extraction	1,010	530	1,540	3.0%	630	510	1,140	2.0%
Installation, Maintenance, and Repair	390	560	940	1.5%	260	570	830	1.0%
Production	200	350	550	1.2%	110	360	470	0.6%
Transportation and Material Moving	630	990	1,610	1.5%	460	990	1,450	1.2%

In addition to jobs created due to economic expansion, there are many more openings that occur when someone leaves a position due to retirement or other reasons. Combining openings due to growth and replacements represent the total picture in terms of job openings. Due to the momentum of the current economic upswing, the short-term forecast estimates 27,070 total job openings each year through the first quarter of 2016. Over the long-term, between 2012 and 2022, an estimated 22,960 total job openings are expected each year.

The top three occupational groups that will produce the most job openings in both the short- and long-term are: food preparation and serving related; sales and related; and office and administrative support.

Overall, Hawaii's economy has definitely emerged from the recession due to the lower rate of unemployment, increased job counts, and positive employment projections. Tourism-related occupations will continue to lead economic growth and the administrative occupations will also provide solid support. Other areas of strength will be management, education, construction, and health-related professions.



## WORKFORCE INVESTMENT ACT AND RELATED PROGRAMS

### WIA ADULT PROGRAM

The WIA Adult Program provides a wide range of workforce development activities to advance the basic and occupational skills of low-income adults to increase their employment, job retention and earnings. Priority for intensive and training services is given to recipients of public assistance and other low-income individuals. All participants must be 18 years of age or older and a United States citizen or noncitizen authorized to work in the U.S. Males must also meet the additional requirement of registration for Military Selective Service.

#### WIA Adult Services

The WIA Adult Program offers participants three levels of service through American Job Centers: core, intensive and training.

**Core services** - Include use of the Department of Labor and Industrial Relation's (DLIR's) electronic job board (HireNet Hawaii) for job matching assistance, outreach, and labor market information; available to all job seekers.

**Intensive services** - Include employment preparation, resume-writing, comprehensive assessment of skill levels and service needs, development of individual employment plans, and provision of career planning and vocational counseling.

**Training services** - Those who are unable to find employment through intensive services may receive training, which includes basic skills, occupational skill upgrade training and/or on-the-job training. Employment counselors advise customers on the use of Individual Training Accounts to pay for courses selected from a list of eligible training providers.



#### A Proud Honor

Tehani Akana, a 31-year old a single mother of two children works full-time and is a recent graduate of the University of Hawaii at West Oahu who just started her Master's program with Capella University.

Tehani is ambitious and determined to advance her life. She is very proud of her cultural background, and the values and traditions she follows to guide her future and that of her children.

Two years ago, Tehani began working at the Waianae Coast Comprehensive Health Center as a Patient Financial Technician and within a year was promoted to Administrative Assistant. However, with work, college and being the sole financial provider and emotional support for her children, Tehani began to doubt if she could afford to finish her Bachelor's degree. Fortunately, Oahu WorkLinks, a WIA Adult Program provider stepped in to assist with tuition and books, lifting much of the financial stress that started to overwhelm her. Tehani is very grateful for these services and has successfully completed her Bachelor's program with recognition from the Golden Key International Honor Society. She is energized to complete her Master's degree.

## Adult Success Stories



### Not Your Average Mother

Evelyn Castro-Leopoldino faced extremely hard times as a homeless, single mother with two- and four-year-old children. Utilizing her personal strengths and an array of state services, including help from Oahu WorkLinks, she has made a better life for her family.

In 2013, after being homeless for some time, a friend provided Evelyn and her children with a place to live for about six months. During this time she acquired financial aid and food stamps as well as child care subsidy from Arbor Child Care Connections Hawaii. With basic human needs met, she studied hard, obtained her GED through McKinley Community School for Adults then set career goals for higher paying jobs.

Oahu WorkLinks determined Evelyn eligible to receive Adult Program funds to pay for Clinical Medical Assistant Certification at Hawaii Medical College. Although she felt confident and enthused about her career direction, her home situation took a bad turn and Evelyn and her children became homeless again and were forced to live out of her car. Evelyn remained resolute, sought additional WIA services and started working 32 hours a week at Jack-in-the-Box while continuing to attend school. Her Employment Counselor referred her to the Rent-to-Work Program which allowed her to obtain an apartment for her family.

Through all these obstacles, Evelyn remained composed, focused and determined. On June 7, 2015 she obtained her certificate from Hawaii Medical College and is now employed as a Medical Assistant earning \$12.00 an hour, working 35 hours a week. She continues to participate in the Rent-to-Work Program for assistance with shelter expense and continues pursuit of employment goals for a better life.

### A Healthy Increase

Alana Styer was working part-time as a waitress in a restaurant and bar for minimum wage plus tips. Her goal was to acquire a nursing degree. Alana had exhausted her Pell Grant and risked dropping out when a fellow student told her that Work Wise Kauai could help with college expenses. In July 2014, she was determined eligible to receive WIA Adult Program services which included help with tuition costs and mileage expenses. Alana really appreciated this help which allowed her to complete her Associate of Science Nursing degree in May 2015 and led to a fulltime paraprofessional, Behavior Health Therapy position paying \$16.50 an hour.

## **WIA DISLOCATED WORKER PROGRAM**

The WIA Dislocated Worker Program provides employment and training services to individuals who lose their jobs because of layoffs, plant closures, or downsizing. The program works to increase the employment and retention of dislocated workers by increasing their job readiness, educational attainment, occupational skills, and by connecting them to in-demand occupations.

A dislocated worker is an individual who:

1. Has been terminated or laid off, is eligible for or has exhausted unemployment insurance benefits, and is unlikely to return to a previous industry or occupation; or
2. Has been terminated or laid off or received notification of termination or layoff from employment as a result of a permanent closure or substantial layoff; or
3. Was self-employed (including employment as a farmer, a rancher, or a fisherman) but is unemployed as a result of general economic conditions in the community or because of a natural disaster; or
4. Is a displaced homemaker who has been providing unpaid services to family members in the home and who has been dependent on the income of another family member but is no longer supported by that income and is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.

### **WIA Dislocated Worker Services**

Like the Adult Program, a variety of core, intensive, and training services are available to help dislocated workers prepare for new jobs. These services are intended to help them get back into the workforce quickly and with skills that are needed by Hawaii's employers. In addition to the WIA Dislocated Worker Program, other programs provide specialized services to dislocated workers:

**National Emergency Grants (NEG)** - Address large-scale layoffs and other unexpected events such as natural disasters.

**Rapid Response** - Provides early intervention assistance designed to transition workers to their next employment as soon as possible. Rapid response services were provided to employees of Heald College and Ihilani Hotel on Oahu and various employers statewide. Information on Unemployment Insurance, training and other services was provided to affected workers.

These rapid response services followed notices of permanent closures or mass layoffs to enable dislocated workers to transition to new employment quickly.

### **National Emergency Grants (NEGs)**

**NEG-Dislocated Worker Training (DWT)** - provides On-the-Job-Training (OJT) opportunities to unemployed workers while building the capacity of the workforce investment system and assisting in economic recovery. OJT participants are given a chance to "earn and learn," developing applicable occupational skills while earning a paycheck. OJT assists workers to become proficient in needed skills quickly, encouraging employers to hire workers sooner than perhaps initially planned, facilitating private sector hiring and spurring economic growth. Employers are reimbursed a percentage of the OJT participant's base hourly wage rate based on employer size up to the wage cap approved by USDOL:

- 50 Percent: Employer with 251 or more employees;
- 75 Percent: Employer with 51 to 250 employees;
- 90 Percent: Employer with 50 or fewer employees.



## Dislocated Worker Success Stories



### From the Ashes

Jennifer Kapahua enrolled in Oahu WorkLinks, as a Displaced Homemaker, feeling she had hit “rock bottom” after a divorce that involved substance abuse. Though initially filled with anxiety about her job skills because she had been a stay-at-home mom for over a decade, Jennifer found the inner strength to seek services that allowed her to stand on her own and support herself and her children.

With encouragement and support from her Employment Counselor, Jennifer worked hard to meet the qualifications for the Hawaii Pacific Health Patient Services Representative program. After completing classroom training at Leeward Community College, she continued with On-the-Job Training at Hawaii Pacific Health. She hopes to make Hawaii Pacific Health her career home and would like to take advantage of the company’s internal education and training programs. Jennifer’s success has led her to become self-sufficient, and she no longer needs the state aid that helped her through the crisis.

### Success at Any Age

A 64-year-old Maui resident unexpectedly found herself looking for a new job in 2013, after three decades of service with the same company. Undaunted she worked with a Dislocated Worker Counselor, to research the current job market, set goals and take action to enhance her job skills.

After 30 years of service as an Escrow Manager, this Maui resident was laid off when the company she worked for closed its Maui operations. She was in shock and devastated because she had planned to stay with the company until she retired. She felt lost and didn’t know what to do. Escrow was all she knew, and she wanted to stay in the field. However, she observed the housing market was not growing and finding employment in this field looked bleak.

She was extremely worried her age would significantly hinder chances of reemployment because she would be competing with a younger generation of applicants. Her Counselor encouraged her not to focus on age, but on her strengths as she possessed very good customer service, business, office management, project management and math skills. She demonstrated longevity and loyalty in her prior position, traits desired by many employers. In addition, she was able to multi-task and possessed highly desirable and transferable skills in administration, accounting, bookkeeping and general office tasks.

Through counseling and labor market research, both counselor and participant identified the need to update computer skills. The participant enrolled in basic and advanced Excel, Word and Quickbook classes. After successfully completing classes, the participant felt more confident in her skills and tackled job search with gusto and acquired a job with the County of Maui. This participant acknowledges that classes, especially the Excel classes, increased her chances in landing her new job. Today, at age 66, she is very thankful and absolutely loves her job with Maui County.

## **WIA YOUTH PROGRAM**

The WIA Youth Program prepared eligible low-income youth, ages 14-21, for employment and/or post-secondary education through strong linkages between academic and occupational learning. The program served in-school and out-of-school youth, youth with disabilities and low literacy rates, and others (foster child, homeless, pregnant or a parent, offender or runaway) who required additional assistance to complete an educational program or enter employment. Males, 18 years of age or older must also meet the additional requirement of registration for Military Selective Service.



### **WIA Youth Services**

Youth participants have access to one or more of the 10 federal and one state program elements. These elements are:

1. Tutoring, study skills, and dropout prevention;
2. Alternative education;
3. Summer employment when linked to academic and occupational learning;
4. Paid and unpaid work experiences;
5. Occupational skills training;
6. Leadership development;
7. Supportive services;
8. Adult mentoring for 12 months;
9. Follow-up services for 12 months; and
10. Comprehensive guidance and counseling.
11. Financial Literacy

The year-round youth program emphasizes basic skills competencies, academic and occupational training, and exposure to the job market and employment.

## Youth Success Stories



### Forensic Files

Tiana Sooalo called on Oahu WorkLinks to help her transcend a challenging period in her life, and as a result of their support and her hard work, she obtained her high school diploma and is striving to earn an Associate's Degree.

While attending Farrington High School in 2011, Tiana began to have difficulties with other students including physical conflict, which led to her decision to stop attending school. She registered with the WIA Youth Program in January 2014, for help with obtaining her high school diploma.

Her start was a little rough. During WIA's initial 3-day Foundational Skills Training (FST) workshops, Tiana was excused from the workshops due to tardiness, and had to reschedule for the next FST workshop. Upon completion of the workshops, Tiana enrolled for Individual Tutoring services with the Honolulu Community Action Program (HCAP). Tutoring services through WIA vendors are designed to help participants reach a 7<sup>th</sup> grade level of competency in reading and math, prior to enrolling into a diploma program.

Unfortunately due to attendance issues and depleted motivation, Tiana was on the brink of being released from the WIA Youth Program. After numerous counseling sessions with a Case Manager who did not give up on her, Tiana regained her determination and took strong and consistent action to get back on track. Tiana increased her reading and math levels and transitioned into the Competency Based Community School Diploma program at HCAP.

With support from her Case Manager, Tiana was inspired to study college level Criminal Justice. While attending HCAP and earning her high school diploma, Tiana began a Criminal Justice program at Remington College and is scheduled to achieve her Associate's Degree in the Spring of 2016. She plans to continue to attain a Bachelor's Degree with the goal of a job in forensics.

### A Father to be Proud of

AJ (Arquilio) Remigio, a recipient of Paxen Kauai occupational services entered the program at age 17 as a high school dropout. He did very well in Work Readiness Classes, enrolling next in Competency Based Classes at Kauai Community School of Adults on the Waimea Campus. There he lost focus due to some personal issues and dropped out of class. After becoming a father, AJ committed fully to continuing his education and expanding his job search because he wanted his child to be proud of him. The WIA program's job developer arranged a work experience for him at Sueoka's in Koloa where he is still employed. He was able to obtain his GED/HS Diploma and he was referred to a program called the Waialeale Project to fund his college education. He began classes and is still studying at Kauai Community College to be a Facilities Engineer, a valuable degree on Kauai given the many big hotels and resorts.



### Finding the Right Fit

“Traditional” high school was not for Sheila. She failed to attend classes regularly, fell farther and farther behind, and eventually dropped out. At 17, with no work experience and lacking basic math and reading skills, Sheila entered Goodwill Industries’ Workforce Investment Act (WIA) Ola I Ka Hana Program to find a career path.

Sheila began her journey in August 2012, improving her math and reading, and participating in numerous community service learning projects and leadership development classes. In leadership classes she learned about different occupations, as well as how to set goals and achieve them. She volunteered weekly at Kaiao Community Garden and participated in quarterly service projects such as helping the Salvation Army feed and care for the homeless. Sheila believes all of these experiences helped mold and shape her as she gained an understanding of what she wanted to do.

Initially, Sheila was unsure about what occupation to pursue. She knew that retail was not for her and that she was interested in working with people in a medical setting, but not as a nurse. She could not stand the sight of blood, nor give shots to infants. She researched other positions in the medical field, and after about a year, determined the right career path for her led to a Medical Administrative Assistant position.

Despite educational and personal barriers, Sheila progressed and did not let anything or anyone get in her way. In May 2014, Sheila earned her Competency Based Community School Diploma through the Waipahu Community School for Adults – Hilo Campus. She then attended the Hawaii Institute of Healthcare and Training Services (HIHTS) and earned her Medical Administrative Assistant certificate in August 2014. This landed her a full-time job in that capacity with a pediatric office in Hilo where she greets patients, schedules appointments, files insurance claims, and answers calls.



## PY 2014 WIA WAIVER USAGE

In PY 2014, Hawaii received the following USDOL waivers that support workforce development activities and provide maximum flexibility for employers and job seekers utilizing WIA programs and services. These waivers are consistent with key guiding principles that align workforce development with state and regional economic development, improve outcomes through cross-program alignment, provide dual-customer focus by matching investments in job seekers with employer needs, and strengthen Hawaii's delivery system by easing administrative burdens.

**1. *Waiver of WIA Section 133(b)(4) to increase the allowable transfer of funds between the Adult and Dislocated Worker local formula funds allocated to a local area.***

Hawaii's limit on the transfer of funds was raised from 30% to 50% for improved responsiveness to local demand in serving targeted populations. The greater need to serve adults was met effectively through transfers of more than 30%.

Passage of the Workforce Innovation and Opportunity Act will provide even greater flexibility, allowing local areas to serve job seekers with the greatest need by transferring up to 100% of funds between the Adult and Dislocated Worker programs.

**2. *Waiver of the requirement at WIA Section 133 to competitively procure providers for four of ten Youth Program elements (supportive services; follow-up services; work experience; and comprehensive guidance and counseling).***

This waiver enables American Job Centers to directly provide comprehensive guidance and counseling, work experience, supportive and follow-up services.

Oahu WorkLinks used this waiver in their Youth Program design to strengthen and expand their WIA integrated service delivery system to all registrants. Youth operations were better managed through consistent application of policies and procedures on the provision of activities and services to youth while permitting individual choices.

The revised service design continued to help the City meet one and exceed two measures which contributed significantly to the State's performance in meeting or exceeding all Youth Program goals.

The waiver breaks down barriers to accessing job-driven training, support services and relevant guidance and hiring of disconnected youth. Under comprehensive counseling and case management, youth progress from one educational stepping stone to another and across work-based training and education.

**3. *Waiver of Section 101(8)(C) requiring the contribution of 50% of participant wages for customized training. The waiver will allow the use of a sliding scale from 10% to 50% employer contribution based on the size of the employer.***

None of the local areas used the waiver for Program Year 2014. However, the waiver is still in effect for Program Year 2014 to allow the local areas the flexibility of utilizing the scale when negotiating with prospective employers and to offer consistency with the On-the-Job Training activities.

Waivers 3, 5 and 6 enabled staff to work upfront with employers to determine hiring needs and design responsive training programs including work-based learning opportunities.

**4. *Waiver of the provision at 20 CFR 663.530 that prescribes a time limit on the period of initial eligibility for training providers on the Eligible Training Provider List.***

This waiver suspends the requirement to move training providers from initial to subsequent eligibility after two years thus reducing the administrative burden and costs associated with data collection, review and evaluation mandated by the next level.

This frees the State and local areas to focus on the requirements for initial eligibility when soliciting and selecting training vendors. With the certainty of continuation of training, vendors may update and revise their applications instead of reapplying every two years.

Waiver usage has attracted more training providers which helps to broaden customer choice by increasing training options, ultimately contributing to successful outcomes.

**5. *Waiver of WIA Section 101(31)(B) to increase the employer reimbursement for On-the-Job Training.***

Hawaii was granted a waiver from the minimum 50 percent employer contribution for On-the-Job Training (OJT), to permit local areas to use a sliding scale for the employer contribution based on business size. At a maximum, companies with 50 or fewer employees could be reimbursed up to 90 percent of the trainees' salary, without exceeding 90 percent of the State's average wage of \$20.50 (\$18.45) per hour.

Local areas were able to expand employer participation through the use of this waiver, especially for the NEGs which were focused on OJT activity. Because of its relatively high cost, only a few OJTs were developed under WIA formula funds, but the waiver encouraged more small employers to participate based on the higher reimbursement rates available. OJT participants were usually retained after contract completion, which helped improve employment rates.

During PY 14, Oahu WorkLinks served 48 OJT participants and 28 OJT employers. The sliding scale reimbursement induced 14 companies or half of the employers to participate and offer full-time employment opportunities in growth industries to unemployed and underemployed individuals.

PY 14 performance measures were exceeded for *Retention* in the Adult program and *Entered Employment* in the Dislocated Worker program. Participation of OJT employers was a major contributing factor toward these successful outcomes. Also see last paragraph of Item 3 in this section.

**6. *Waiver of 20 CFR 666.100 to exclude the credential attainment performance outcome for participants enrolled in On-The-Job Training in the credential performance measure calculations.***

This waiver allowed the Local Areas to work with small employers, who had innovative and rewarding occupations, but did not have the industry-recognized credential to offer. Hawaii employers tend to be small but they are willing to train participants to equip them with valuable skills and knowledge that met the specific needs of their companies. It minimized the upfront costs of training and supervising new employees, allowing companies to realize immediate gains in productivity. The waiver enabled staff to offer OJTs without the credential requirement which would have precluded small employers from participating. Without this exemption, 50% or more of the PY 14 companies would not have participated in the On-the-Job Training program. Also see last paragraph of Item 3 in this section.



**7. *Waiver of the prohibition at 20 CFR 664.510 on the use of Individual Training Accounts for older and out-of-school youth.***

Eligible older youth were co-enrolled into the Adult Program to allow for more training options. Many of the older youth prefer short term training and employment rather than enrollment into a long term training program or services designed to keep a person in school to obtain a diploma.

In PY 14 3 Older Youth used Eligible Training Providers to advance in their career pathways. Without this waiver these individuals would not have had the opportunity or resources to obtain critical training.

**8. *Waiver of Section 134 (a)(2)(B)(iii) and 20 CFR 665.220 (e) to exempt a state from the requirement to provide local workforce investment areas incentive grants.***

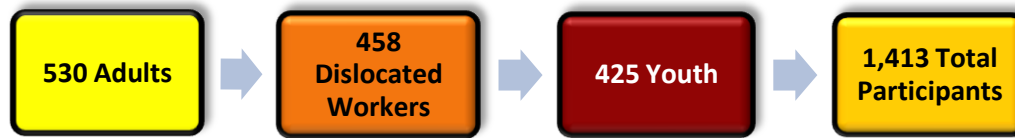
This waiver allowed the State to eliminate the distribution of incentive grants for exemplary performance and coordination and cooperation thereby reducing the administrative burden of evaluating, calculating and modifying contracts for the small amounts of available funds. In the past, funds amounted to less than \$2,000 for the two incentive grants. This waiver was particularly essential due to the reduction of Administrative funds retained at the State level from 15% to 8.75%. Local areas agreed that the actions needed to distribute the funds would be better used to provide technical assistance and coordination among all the areas.

**9. *Waiver of WIA Section 129(b)(2)(C) and 20 CFR 665.200(h) to exempt the state from the requirement to provide additional assistance to local areas that have high concentrations of eligible youth.***

This waiver allowed the State to eliminate the distribution of incentive grants to targeted areas thereby reducing the administrative burden of evaluating, calculating and modifying contracts for such small amounts of available funds. In the past, funds amounted to less than \$1,500 between two local areas. This waiver was particularly essential due to the reduction of Administrative funds retained at the State level from 15% to 8.75%. Local areas agreed that the actions needed to distribute the funds would be better used to provide technical assistance and coordination among all the areas.

## PY 2014 WIA PARTICIPATION SUMMARY

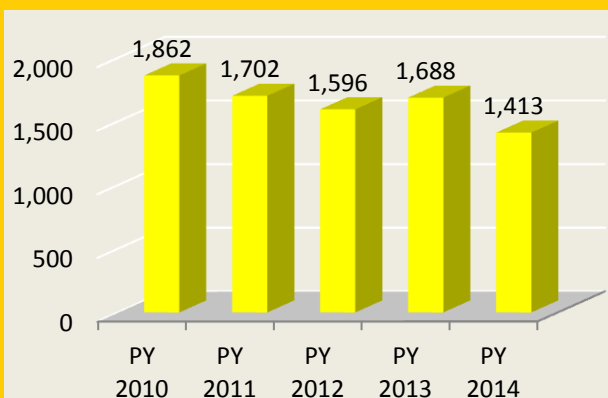
Hawaii's WIA Program served eligible adults, dislocated workers, and youth (ages 14-21) through its network of American Job Centers. Center resources were used to help unemployed and underemployed workers learn new skills and acquire employment. Within the American Job Centers the WIA programs provided comprehensive skills assessments, counseling and career planning, basic skills and occupational training, access to labor market information, job search and placement assistance to increase employment, employment retention and earnings of participants.



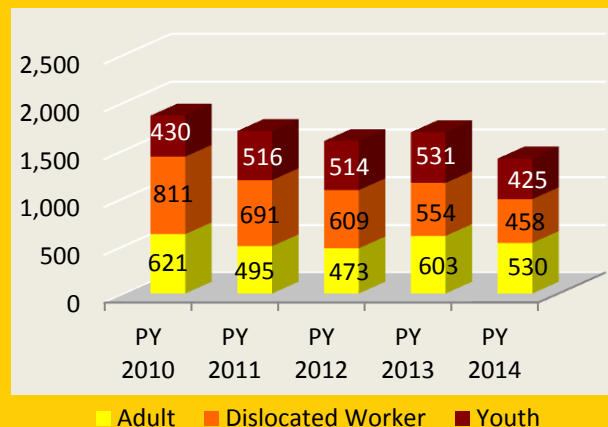
In PY 2014

- 1,413 Hawaii residents received WIA-funded services, an enrollment decrease of 275 or 16% from the previous year.
- Hawaii enrolled 530 adults, 458 dislocated workers, and 425 youth in WIA services.
- The Adult Program served the highest percentage of participants (38%).
- The 530 participants served in the Adult Program is 73 less or a 12% decrease from PY 2013.
- The Dislocated Worker Program experienced a decrease of 96 participants (17%) from PY 2013.
- The number of youth served, 425, was a major decrease of 106 participants (20%) over PY 2013.
- Hawaii served 294 (69%) out-of-school and 131 (31%) in-school youth.
- The reduction in the number served correlates to a combination of a decrease in total allocations with higher costs per participant. The ongoing decline in the unemployment rate has resulted in enrollment of individuals requiring more assistance and services.

**Total WIA Participants  
(PYs 2010-2014)**



**WIA Participants by Program  
(PYs 2010-2014)**



## WAGNER-PEYSER AND RELATED PROGRAMS

### Wagner-Peyser Program

Wagner-Peyser is a federally funded labor exchange program that provides services to employers and job seekers statewide. Some of the major services provided are listed below.

- Job search assistance (job registration)
- Recruiting assistance for employers (job orders)
- Matching job seekers and jobs
- Work test requirements assistance for unemployment compensation claimants



HireNet Hawaii is a self-service website offering an array of services and information to match job seekers and jobs at: [www.hirenethawaii.com](http://www.hirenethawaii.com). Data for PY 2014 indicates there were 42,880 job seekers registered in HireNet Hawaii compared to 56,069 in PY 2013, a decrease of 13,189 or 24 percent of job seekers. The decrease of registered job seekers may be attributed to the decrease in the number of unemployed in the civilian labor force.

### Reemployment Eligibility Assessments (REA)

The DLIR requested and received \$909,813 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. UI claimants participated in a combination of up to three group sessions and individualized services on job search requirements, labor market information, and assessment of career goals. Since the initiative began in March 2005, over 57,000 UI claimants were assisted with their reemployment efforts. In Fiscal Year 2013 (October 1, 2013 to September 30, 2014), Hawaii's REA initiative is expected to reduce the duration of UI collection by about one week and decrease UI payments by approximately \$3.8 million based on an average weekly UI benefit amount of \$416 per week.

### Services to Military Veterans



During Program Year 2014, there was a downward trend in several of the key employment service activity data points tracked by DLIR. An improved economy from the previous year is a key explanation for the trend. Hawaii AJCs served 3,893 veterans, eligible persons, and transitional service members versus 4,711 in Program Year 2013. Of this total 2,137 (55%) received staff-assisted services and 740 (19%) received intensive services. Of the 3,893 served, 829 (21%) were disabled veterans and 2,016 (51.7%) were post-9/11 era veterans.

**Post 9/11 Era Veterans:** There were 2,016 post- 9/11 era veterans registered with Hawaii's AJCs, of which 1,812 (90%) received staff-assisted or intensive services.

**Local Veterans' Employment Representative (LVER):** LVERs conducted employer outreach and to promote skills of job ready veterans and develop job openings for them. Employer outreach rates averaged 64 employers per quarter.



**Disabled Veteran Outreach Program (DVOP):** Through comprehensive assessments, developing plans to set employment goals and resolve barriers, and case management services, DVOP specialists helped 296 disabled veterans, 134 special disabled veterans (veterans with a 30% or more service-connected disability), and 123 homeless veterans and eligible persons connect with supportive and training services as well as obtain good jobs.

### A “Devil Dog” Who Won’t Stay Down

Mike is a Vietnam Veteran who served two tours of duty as a Marine, and returned to the States with a service connected disability. Upon his return, Mike established himself in the manufacturing industry leading the charge in a multi-million dollar business in acrylic furniture and accessories production. Business was great and Mike was at the top of his game until the industry saturated and he suddenly found himself without a job.

Unemployed and unable to find suitable employment, Mike relocated to the island of Maui in 2014. He lived out of his van but never considered himself “homeless.” Mike acquired a gym membership to keep fit and maintain his personal hygiene believing both were essential to finding work. Mike began to job search on his own but found this difficult because he was unfamiliar with the businesses and community organizations. At this point he connected with the American Job Center in Wailuku, where he was determined eligible to receive WIA Adult and Veterans’ program services. Adult Program services included easy access to labor market information, career exploration, counseling and case management, the Veterans’ program and other partner agencies provided training and resources for the next steps. Drawing on his internal know-how and these resources, he began to restore stability to his life.

As a former business owner Mike had many skills needed to run a multi-operational business but lacked basic computer skills. After a thorough exploration of career options, it was obvious that these skills were essential to pursue a career in sales, marketing and management. Once he completed introductory classes in word processing and spreadsheets and while awaiting subsequent courses, Mike felt it necessary to acquire a steady income. Although it was not his first choice in jobs, he accepted a full-time Security Guard position for a shopping complex. Within a couple of months, Mike saved enough money for rent, was using a computer to write reports and looked forward to creating a better life on Maui.

### Work Opportunity Tax Credit (WOTC)

The Work Opportunities Tax Credit Program provides Hawaii employers with a federal tax credit when they hire individuals from targeted groups of disadvantaged job seekers. Employers can earn between \$1,200 and \$9,600 per employee, depending on the target group of the employee and the number of hours worked in the first year.

Qualified target groups include:

- IV-A Temporary Assistance to Needy Family (TANF) recipients;

- Veterans;
- Ex-offenders;
- Designated community resident;
- Vocational rehabilitation referral participants;
- Summer Youth;
- Food Stamp (SNAP) Assistance recipients;
- Supplemental Security Income recipients; and
- Long-Term TANF recipients.

During the period July 1, 2014 – June 30, 2015, there were 7,359 new WOTC *Requests for Certification* received. During the same period, 2,635 requests certified and 2,436 requests denied. With the expiration of funding on December 31, 2014, employer's requests for certification of employees hired on January 1, 2015 onwards must wait until the program is reauthorized by Congress.

### **Foreign Labor Certification Program**

The Foreign Labor Certification (FLC) Program allows employers to hire foreign workers if they can demonstrate that there is a shortage of U.S. workers who are available, willing and qualified to do the work at wages that meet or exceed the prevailing wage for occupations in the area of intended employment. This program is designed to ensure that the admission of foreign workers on a permanent or temporary basis will not adversely affect the job opportunities, wages, and working conditions of similarly employed workers in the United States.

The type of work an employer has to offer determines which certification is selected. H-2A certifications are for temporary agricultural workers whereas the H-2B certification permits hiring into temporary non-agricultural occupations. Of these options, Hawaii is the most extensively involved with the H-2A program. In 2014, five employers were certified under H-2A for goat herder, sheep herder, bee worker and various agricultural crop jobs.

### **Other Workforce Programs**

#### **Trade Adjustment Assistance (TAA) Program**

The TAA Program assists American workers who have lost their jobs as a result of foreign trade. A petition must be filed with the USDOL by or on behalf of a group of workers who have experienced a job loss as a result of foreign trade. After the USDOL investigates the facts behind the petition, it determines whether statutory criteria are met. Once a petition to certify the worker group is granted, individual workers may apply for TAA benefits and services through the Workforce Development Division. TAA benefits and services include job training, income support, job search, relocation allowances and assistance with healthcare premium costs. Four TAA participants laid off from employers in other states were provided retraining services in Hawaii.

## Registered Apprenticeship



Registered Apprenticeship in Hawaii is a formalized, structured training program which combines on-the-job learning with related technical instruction to teach the practical and theoretical aspects of a skilled occupation. During this time, apprentices work and learn under the direction of experienced journeyworkers to become highly skilled workers. Apprentice wages usually start at 40% of the journeyworker wage, and increase periodically until journeyworker level is achieved in two to five years.

Registered Apprenticeship programs are sponsored by an employer, a group of employers, and/or a labor organization. DLIR's Workforce Development Division registers apprenticeship programs and apprentices in Hawaii and provides technical assistance to sponsors in developing their program standards and with the operation and administration of their program.

There are 44 registered programs in Hawaii and more than 6,000 apprentices. Most programs are for construction occupations such as Carpenter, Painter, Plumber, Electrician, Operating Engineer, Ironworkers, Roofers, Mason, and Laborer. In PY 2014, 1,699 new apprentices were registered and more than 338 completed apprenticeship programs.

## Senior Community Service Employment Program (SCSEP)



Workforce Development Division received \$1,846,110 in Title V, Older Americans Act funds for the PY 2014 operation of the Senior Community Service Employment Program in the state. These funds were allocated to support 184 Senior Community Service Employment Program positions throughout the state. Based on preliminary reports, 261 unemployed, low-income older individuals participated in the program during PY 2014. Attainment of an aggregate score of at least 80% for all six of the negotiated core performance measures is considered to have met the performance for the year. Hawaii achieved an aggregate score of 100.2% for Program Year 2014.

## 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 workforce 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 four to eight weeks. In PY 2014, 191 individuals were placed into an internship.

**Employment Training Fund (ETF)**

During PY 2014, the ETF Micro Program continued to provide funding for short-term, non-credit courses for Hawaii's employers to upgrade the skills of their workforce. Statewide, the ETF Micro Program continues to provide training funds for hundreds of Hawaii's workers. Workers from all islands were sent to ETF-funded courses.

In 2014, the Employment and Training Fund also funded six Macro pilot training programs that will serve a variety of industries, with emphasis on small businesses employing fewer than 50 employees. Six employer consortia were awarded a total of \$656,858 for these one-year seed grants. They are:

- Japan Hawaii Travel Association -\$112,500
- Native Hawaiian Hospitality Association- \$125,000
- Retail Merchants of Hawaii- \$125,000
- Hawaii Tropical Fruit Growers- \$70,886
- Hawaii Workforce and Economic Development Ohana (HIWEDO)- \$117,502
- SCORE Hawaii- \$94,000

Currently, all projects are in different phases of completion.



## DEMONSTRATION AND EARMARK GRANTS

### Community College Career Technical Training Grant,

To support Hawaii initiatives to diversify its economy and improve food and energy self-sufficiency, the University of Hawaii Community College consortium had competed for and was awarded a multi-year \$24.7 million grant from the USDOL to support existing and to develop new training programs that lead to jobs in the agriculture, energy and health industries by strengthening online and technology-enabled learning.

In the last and final, no-cost extension year, the DLIR Workforce Development Council (WDC), Research and Statistics (R&S) Office and Workforce Development Division (WDD) continued work in the following areas:

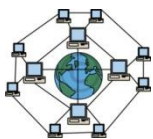
- Coordinate Policy Planning Work Groups in the Agriculture, Energy, and Healthcare industries. (WDC)
- Develop a Web Portal to serve as a virtual "home base" for locating and contributing information on C3T focus industries, campuses, and training programs. (WDC)
- Develop a Predictive Model to forecast workforce needs based on different factors. (R&S)
- Recruit and refer participants to C3T courses. (WDD)



### Disability Employment Initiative (DEI)

Initially scheduled to end on September 30, 2014, the USDOL approved a no-cost extension to continue DEI services through March 30, 2015. DLIR utilized the DEI to enhance the delivery of employment services to individuals with disabilities through development of partnerships and collaborations with other agencies serving this population of Hawaii and Maui counties.

DEI staffs were instrumental in helping to establish Workforce Solutions and Business Leadership Network organizations in their respective service areas to promote an inclusive workforce that includes persons with disabilities.



### Workforce Data Quality Initiative Hawaii Workforce Longitudinal Data System (WorLDS)

The Workforce Data Quality Initiative (WDQI) is designed to promote cross-agency data sharing, reporting and evaluation. Program Year 2014 was the third of a three year, one million dollar grant to create a longitudinal administrative database that integrates workforce data and links it to education data

for tracking clients through school and their work lives. The information gathered will be compared with earnings data provided by the Unemployment Insurance Division (UID) and be used to determine whether the training received resulted in higher wages for clients. Under a no-cost extension through December 31, 2015, the WorLDS team continued to meet with potential partners and system users and collaborated with the Hawaii Information Consortium and the UID on finalizing the system specifications for the data warehouse, and web portal. They also collaborated with the Vocational Rehabilitation Division to use participant data for testing the data extract and matching processes and developing performance reports.



# **PY 2014 Annual Performance Outcomes**

## PY 14 ANNUAL PERFORMANCE OUTCOMES

Effective July 1, 2014, Hawaii transitioned from the original 17 core and customer satisfaction measures to nine common measures. The four local areas adopted the same performance measures as those negotiated between the State and Federal government. During this period the State exceeded eight of nine performance measures and met the final measure. Measures are met if 80% of the negotiated level is achieved. *Assurance: The following performance outcomes are reported in accordance with instructions for WIASRD so that state-by-state comparisons can be made.*

Target Population	GPRA Goal	Neg. Level	State	
			Outcome Level	% of Neg. Level
WIA ADULT				
Entered Employment Rate	59.80%	65.00%	64.40%	99.08%
Employment Retention Rate	80.90%	86.00%	90.70%	105.47%
Average Earnings	\$14,149	\$12,200	\$12,329	101.06%
Participants [WIA Adults]	NA	NA	12,261	NA
Self-Service Only	NA	NA	11,731	NA
Exiters [WIA Adults]	NA	NA	11,571	NA
Self-Service Only	NA	NA	11,282	NA
WIA DISLOCATED WORKER				
Entered Employment Rate	63.40%	78.00%	80.80%	103.59%
Employment Retention Rate	84.50%	92.50%	89.10%	96.32%
Average Earnings	\$17,343	\$14,759	\$16,429	111.32%
Participants	NA	NA	458	NA
Exiters	NA	NA	269	NA
WIA YOUTH (14-21)				
Placement in Employment or Education	60.10%	63.00%	64.80%	102.86%
Attainment of Degree or Certificate	62.50%	68.50%	74.10%	108.18%
Literacy/Numeracy Gains	46.60%	45.00%	51.50%	114.44%
Participants	NA	NA	425	NA
Out of School Youth	NA	NA	294	NA
In School Youth	NA	NA	131	NA
Exiters	NA	NA	173	NA
Out of School Youth	NA	NA	115	NA
In School Youth	NA	NA	58	NA

### Effect of Workforce Investment Activities Relative to Effect on *Statewide* Participant Performance:

- Adult and DW participants who received Training Services had higher *Average Earning* rates than those who only received Core Services. (Tables D and G of the Appendix)
- A comparison of Dislocated Worker Entered Employment Rates and Employment Retention Rates for participants who received training was higher than those who only received core and intensive services. Conversely, Adult Entered Employment Rates and Employment Retention Rates were higher for participants who only received core and intensive services.



## PY 14 COUNTY ANNUAL PERFORMANCE OUTCOMES

Oahu		Hawaii Island		Maui		Kauai	
Outcome Level	% of Neg. Level	Outcome Level	% of Neg. Level	Outcome Level	% of Neg. Level	Outcome Level	% of Neg. Level
<b>WIA ADULT</b>							
64.00%	98.46%	70.00%	107.69%	78.00%	120.00%	43.00%	66.15%
91.00%	105.81%	94.00%	109.30%	89.00%	103.49%	84.00%	97.67%
\$13,643	111.83%	\$9,267	75.96%	\$12,076	98.98%	\$14,982	122.80%
6493	NA	3357	NA	1092	NA	1319	NA
6256	NA	3202	NA	1079	NA	1193	NA
6195	NA	3203	NA	1032	NA	1141	NA
6032	NA	3112	NA	1028	NA	1110	NA
<b>WIA DISLOCATED WORKER</b>							
81.00%	103.85%	72.00%	92.31%	91.00%	116.67%	85.00%	108.97%
92.00%	99.46%	93.00%	100.54%	92.00%	99.46%	83.00%	89.73%
\$20,081	136.06%	\$13,711	92.90%	\$15,421	104.49%	\$15,004	101.66%
193	NA	138	NA	32	NA	91	NA
116	NA	80	NA	20	NA	52	NA
<b>WIA YOUTH (14-21)</b>							
62.00%	98.41%	59.00%	93.65%	72.00%	114.29%	100.00%	158.73%
75.00%	109.49%	63.00%	91.97%	77.00%	112.41%	100.00%	145.99%
61.00%	135.56%	30.00%	66.67%	75.00%	166.67%	44.00%	97.78%
170	NA	139	NA	46	NA	70	NA
169	NA	71	NA	16	NA	38	NA
1	NA	68	NA	30	NA	32	NA
89	NA	44	NA	26	NA	14	NA
81	NA	18	NA	10	NA	6	NA
8	NA	26	NA	16	NA	8	NA

### Effect of Workforce Investment Activities Relative to Effect on *Local* Participant Performance:



- Oahu and Maui met or exceeded goals for all measures.
- Hawaii Island met or exceeded all Adult and Dislocated Worker measures and improved Youth performance by meeting 2 of 3 Youth measures. Efforts continue to focus on improving performance so that all Youth measures are met.
- Kauai met or exceeded all Dislocated Worker and Youth measures as well as most Adult measures. Local personnel overseeing the program are working with the service provider to meet the failed Adult measure.

## PY 2013 Statewide Performance Snapshot

### Adults

Performance Measure	SNPL *	Hawaii Results	Rating
Entered Employment Rate	65.0%	64.4%	Met
Employment Retention Rate	86.0%	90.7%	Exceeded
Average Earnings	\$12,200	\$12,329	Exceeded

### Youth

Performance Measure	SNPL *	Hawaii Results	Rating
Placement in Employment/ Education	63.0%	64.8%	Exceeded
Attainment of Degree/ Certificate	68.5%	74.1%	Exceeded
Literacy/ Numeracy Gains	45.0%	51.5%	Exceeded

### Dislocated Workers

Performance Measure	SNPL *	Hawaii Results	Rating
Entered Employment Rate	78.0%	80.8%	Exceeded
Employment Retention Rate	92.5%	89.1%	Met
Average Earnings	\$14,759	\$16,429	Exceeded

\*SNPL stands for State Negotiated Performance Levels

#### RATINGS LEGEND:

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

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

## Cost per Participant for Hawaii's Title I-B Programs, PY 2013

	Reported Expenditures	Reported Number of Participants Served	Average Annual Cost Per Participant
Adult Services	\$2,737,820	603*	\$4,540.34
Dislocated Workers	\$1,911,864	554	\$3,451.02
Youth (14-21)	\$1,936,015	531	\$3,645.98
Total	\$6,585,699	1,688	\$3,901.48

\* Total does not include self-service participants.

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 B: Adult Program Results

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	65.0%	64.4%	<u>103</u> 160
Employment Retention Rate	86.0%	90.7%	<u>156</u> 172
Average Earnings	\$12,200.00	\$12,329	<u>\$1,861,604</u> 151
Employment and Credential Rate	0%	38.2%	<u>55</u> 144

Table C: Outcomes for Adult Special Populations

	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals with Disabilities		Older Individuals	
Entered Employment Rate	70.2%	<u>66</u> 94	72.7%	<u>8</u> 11	80.0%	<u>4</u> 5	55.0%	<u>11</u> 20
Employment Retention Rate	89.2%	<u>66</u> 74	87.5%	<u>7</u> 8	75.0%	<u>3</u> 4	92.9%	<u>13</u> 14.0
Average Earnings	\$10,005.8	<u>\$630,366</u> 63	\$18,095	<u>\$126,667</u> 7	\$6,680	<u>\$20,040</u> 3	\$13,996	<u>\$181,947</u> 13
Employment and Credential Rate	54.6%	<u>36</u> 66	33.3%	<u>2</u> 6	100.0%	<u>1</u> 1	57.1%	<u>4</u> 7



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	61.9%	<u>39</u> 63	62.0%	<u>49</u> 79
Employment Retention Rate	89.2%	<u>74</u> 83	93.3%	<u>56</u> 60
Average Earnings	\$13,756.00	<u>\$990,437</u> 72	\$11,467.00	<u>\$607,770</u> 53

Table E: Dislocated Worker Program Results

	Negotiated Performance Level		Actual Performance Level	
Entered Employment Rate	78.0%		80.8%	<u>215</u> 266
Employment Retention Rate	92.5%		89.1%	<u>188</u> 211
Average Earnings	\$14,759.00		\$16,429.00	<u>\$2,940,843</u> 179
Employment and Credential Rate	0%		64.6%	<u>71</u> 110

Table F: Outcomes for Dislocated Worker Special Populations

	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	77.4%	<u>24</u> 31	75.0%	<u>3</u> 4	66.7%	<u>42</u> 63	100%	<u>1</u> 1
Employment Retention Rate	85.7%	<u>12</u> 14	50.0%	<u>1</u> 2	88.6%	<u>31</u> 35	0%	<u>0</u> 0
Average Earnings	\$20,704	<u>\$248,450</u> 12	\$31,923	<u>\$31,923</u> 1	\$16,074	<u>\$417,918</u> 26	\$0	<u>\$0</u> 0
Employment and Credential Rate	75.0%	<u>15</u> 20	100.0%	<u>3</u> 3	68.4%	<u>13</u> 19	100%	<u>1</u> 1

**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	87.0%	<u>94</u> 108	76.0%	<u>117</u> 154
Employment Retention Rate	93.8%	<u>76</u> 81	86.1%	<u>111</u> 129
Average Earnings	\$18,613.00	<u>\$1,340,151</u> 72	\$15,008.00	<u>\$1,590,836</u> 106

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

	Negotiated Performance Level		Actual Performance Level	
Placement in Employment or Education	63.0%		64.8%	<u>90</u> 139
Attainment of Degree or Certificate	68.5%		74.1%	<u>123</u> 166
Literacy and Numeracy Gains	45.0%		51.5%	<u>68</u> 132

**Table L: Other Reported Information**

	12 Month Employment Retention Rate		12 Months Earnings Increase (for Adults and Older Youth) or 12 Months Earnings Replacement (Dislocated Workers)		Placements in Non-traditional 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	87.4%	<u>146</u> 167	\$5,705	<u>\$890,009</u> 156	7.8%	<u>8</u> 103	\$4,668	<u>\$462,109</u> 99	30.8%	<u>12</u> 39
Dislocated Workers	87.8%	<u>187</u> 213	\$119	<u>\$3,054,341</u> \$2,559,345	7.0%	<u>15</u> 215	\$7,731	<u>\$1,546,175</u> 200	42.6%	<u>40</u> 94
Older Youth	83.9%	<u>26</u> 31	\$5,475	<u>\$153,288</u> 28	0.0%	<u>0</u> 15	\$2,416	<u>\$31,406</u> 13		

**Table M: Participation Levels**

	Total Participants Served	Total Exiters
<b>Total Adult Customers</b>	12,709	11,833
<b>Total Adults (self-serve only)</b>	11,731	11,282
WIA Adults	12,261	11,571
<b>WIA Dislocated Workers</b>	<b>458</b>	<b>269</b>
<b>Total Youth (14-21)</b>	<b>425</b>	<b>173</b>
Younger Youth (14-18)	348	143
Older Youth (19-21)	77	30
Out-of-School Youth	294	115
In-School Youth	131	58

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

Program Activities	WIA Formula Funds
<b>Local Adults</b>	<b>\$2,049,248</b>
<b>Local Dislocated Workers</b>	<b>\$1,892,905</b>
<b>Local Youth</b>	<b>\$1,976,397</b>
Rapid Response (up to 25%) WIA Section 134(a)(2)(A)	\$429,586
Statewide Required Activities (up to 15%, currently 8.75%) WIA Section 134(a)(2)(B)	\$307,118
<b>Total of All Federal Spending Listed Above</b>	<b>\$6,655,254</b>

**Table O.1: Local Performance – City & County of Honolulu**

Local Area Name: Oahu		Total Participants Served	Adults	6,493
			Dislocated Workers	193
			Older Youth (19-21)	34
			Younger Youth (14-18)	136
ETA Assigned #15005		Total Exiters	Adults	6,195
			Dislocated Workers	116
			Older Youth (19-21)	17
			Younger Youth (14-18)	72
		Negotiated Performance Level		Actual Performance Level
Customer Satisfaction	Program Participants	0%	0%	
	Employers	0%	0%	
Entered Employment Rates	Adults	65.0%	64.0%	
	Dislocated Workers	78.0%	81.0%	
	Older Youth (19-21)	0%	44.0%	
Retention Rates	Adults	86.0%	91.0%	
	Dislocated Workers	92.5%	92.0%	
	Older Youth (19-21)	0%	74.0%	
	Younger Youth (14-18)	0%	59.0%	
Average Earnings	Adults	\$12,200.00	\$13,643.00	
	Dislocated Workers	\$14,759.00	\$20,081.00	
Six Months Earnings Increase	Older Youth (19-21)	\$0	\$5,529.00	
Credential/Diploma Rates	Adults	0%	35.0%	
	Dislocated Workers	0%	56.0%	
	Older Youth (19-21)	0%	42.0%	
	Younger Youth (14-18)	0%	76.0%	
Skill Attainment Rate	Younger Youth (14-18)	0%	98.0%	
Placement in Employment or Education	Youth (14-21)	63.0%	62.0%	
Attainment of Degree or Certificate	Youth (14-21)	68.5%	75.0%	
Literacy or Numeracy Gains	Youth (14-21)	45.0%	61%	
Overall Status of Local Performance: * less than 80% of negotiated target level, ** between 80 - 100% of target, *** over 100% of target		Not Met *	Met **	Exceeded ***
			X	

**Table O.2: Local Performance – Hawaii County (Big Island)**

Local Area Name: <b>Hawaii County</b>		<b>Total Participants Served</b>	Adults	3,357
			Dislocated Workers	138
			Older Youth (19-21)	23
			Younger Youth (14-18)	116
ETA Assigned #15010		<b>Total Exiters</b>	Adults	3,203
			Dislocated Workers	80
			Older Youth (19-21)	6
			Younger Youth (14-18)	38
			<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Customer Satisfaction</b>	Program Participants	0%	00%	
	Employers	0%	0%	
<b>Entered Employment Rates</b>	Adults	65.0%	70.0%	
	Dislocated Workers	78.0%	72.0%	
	Older Youth (19-21)	0%	50.0%	
<b>Retention Rates</b>	Adults	86.0%	94.0%	
	Dislocated Workers	92.5%	93.0%	
	Older Youth (19-21)	0%	100.0%	
	Younger Youth (14-18)	0%	80.0%	
<b>Average Earnings</b>	Adults	\$12,200.00	\$9,267.00	
	Dislocated Workers	\$14,759.00	\$13,711.00	
<b>Six Months Earnings Increase</b>	Older Youth (19-21)	\$0	\$3,320	
<b>Credential/Diploma Rates</b>	Adults	0%	50.0%	
	Dislocated Workers	0%	55.0%	
	Older Youth (19-21)	0%	29.0%	
	Younger Youth (14-18)	66.0%	96.0%	
<b>Skill Attainment Rate</b>	Younger Youth (14-18)	0%	100.0%	
<b>Placement in Employment or Education</b>	Youth (14-21)	63.0%	59.0%	
<b>Attainment of Degree or Certificate</b>	Youth (14-21)	68.5%	63.0%	
<b>Literacy or Numeracy Gains</b>	Youth (14-21)	45.0%	30.0%	
<b>Overall Status of Local Performance:</b> * less than 80% of negotiated target level, ** between 80 - 100% of target, *** over 100% of target		<b>Not Met *</b>	<b>Met **</b>	<b>Exceeded ***</b>
			<b>X</b>	



**Table O.3: Local Performance – Maui County (includes Molokai & Lanai)**

Local Area Name: <b>Maui County</b>		<b>Total Participants Served</b>	Adults	1,092
			Dislocated Workers	32
			Older Youth (19-21)	9
			Younger Youth (14-18)	37
ETA Assigned #15015		<b>Total Exiters</b>	Adults	1,032
			Dislocated Workers	20
			Older Youth (19-21)	6
			Younger Youth (14-18)	20
		<b>Negotiated Performance Level</b>		<b>Actual Performance Level</b>
<b>Customer Satisfaction</b>	Program Participants	0%	0%	
	Employers	0%	0%	
<b>Entered Employment Rates</b>	Adults	65.0%	78.0%	
	Dislocated Workers	78.0%	91.0%	
	Older Youth (19-21)	0%	100.0%	
<b>Retention Rates</b>	Adults	86.0%	89.0%	
	Dislocated Workers	92.5%	92.0%	
	Older Youth (19-21)	0%	91.0%	
	Younger Youth (14-18)	0%	88.0%	
<b>Average Earnings</b>	Adults	\$12,200.00	\$12,076.00	
	Dislocated Workers	\$14,759.00	\$15,421.00	
<b>Six Months Earnings Increase</b>	Older Youth (19-21)	\$0	\$6,215.00	
<b>Credential/Diploma Rates</b>	Adults	0%	0.0%	
	Dislocated Workers	0%	67.0%	
	Older Youth (19-21)	0%	62.0%	
	Younger Youth (14-18)	0%	100.0%	
<b>Skill Attainment Rate</b>	Younger Youth (14-18)	0%	98.0%	
<b>Placement in Employment or Education</b>	Youth (14-21)	63.0%	72.0%	
<b>Attainment of Degree or Certificate</b>	Youth (14-21)	68.5%	77.0%	
<b>Literacy or Numeracy Gains</b>	Youth (14-21)	45.0%	75.0%	
<b>Overall Status of Local Performance:</b> * less than 80% of negotiated target level, ** between 80 - 100% of target, *** over 100% of target		<b>Not Met *</b>	<b>Met **</b>	<b>Exceeded ***</b>
			<b>X</b>	

**Table O.4: Local Performance – Kauai County**

Local Area Name:		Adults		1,319
<b>Kauai County</b>		Dislocated Workers		91
		Older Youth (19-21)		11
		Younger Youth (14-18)		59
		Adults		1,141
ETA Assigned #15020		Dislocated Workers		52
		Older Youth (19-21)		1
		Younger Youth (14-18)		13
		<b>Negotiated Performance Level</b>		<b>Actual Performance Level</b>
<b>Customer Satisfaction</b>	Program Participants	0%	0%	
	Employers	0%	0%	
<b>Entered Employment Rates</b>	Adults	65.0%	43.0%	
	Dislocated Workers	78.0%	85.0%	
	Older Youth (19-21)	0%	0.0%	
<b>Retention Rates</b>	Adults	86.0%	84.0%	
	Dislocated Workers	92.5%	83.0%	
	Older Youth (19-21)	0%	100%	
	Younger Youth (14-18)	0%	100.0%	
<b>Average Earnings</b>	Adults	\$12,200.00	\$14,982.00	
	Dislocated Workers	\$14,759.00	\$15,004.00	
<b>Six Months Earnings Increase</b>	Older Youth (19-21)	\$0	\$14,567.00	
<b>Credential/Diploma Rates</b>	Adults	0%	54.0%	
	Dislocated Workers	0%	82.0%	
	Older Youth (19-21)	0%	100.0%	
	Younger Youth (14-18)	0%	77.0%	
<b>Skill Attainment Rate</b>	Younger Youth (14-18)	0%	94.0%	
<b>Placement in Employment or Education</b>	Youth (14-21)	63.0%	100.0%	
<b>Attainment of Degree or Certificate</b>	Youth (14-21)	68.5%	100.0%	
<b>Literacy or Numeracy Gains</b>	Youth (14-21)	45.0%	44.0%	
<b>Overall Status of Local Performance:</b>		<b>Not Met *</b>	<b>Met **</b>	<b>Exceeded ***</b>
* less than 80% of negotiated target level,				
** between 80 - 100% of target,				
*** over 100% of target			X	

# The Workforce Development Council

## Private Sector – Business, Labor, Native Hawaiian & Non-Profit Organizations

LESLIE WILKINS, WDC Chair, Vice President and Program Director, Maui Economic Development Board, Inc., Maui County – Local Board Chair  
 VICKY GAYNOR, Business Development Manager, Environet Inc. (2014)  
 DAVID DELUZ JR., Vice President, Big Island Toyota, Hawaii County - Local Board Chair (2015)  
 WAYNE HIGAKI, Vice President, North Hawaii Community Hospital, Hawaii County – Local Board Chair (2014)  
 CARL HINSON, Director of Workforce Development, Hawaii Pacific Health  
 STEVE LUPKES, Research Station Manager, BASF Plant Science, Kauai County – Local Board Chair  
 ROBERT MARTIN JR., Attorney, Alston, Hunt, Floyd & Ing  
 HAROLD McDERMOTT, Assistant Training Coordinator, Plumbers and Fitters Union, Local 675  
 CONNIE MITCHELL, Executive Director, Institute of Human Services  
 PAUL RICHARDS, President, Waimanalo Hawaiian Homestead Association  
 ANTONIO SAGUIBO, Vice President, Account Management and Sales, Hawaii Medical Services Association  
 ARUN SAVARA, CEO, The Maids  
 JAMES TOLLEFSON, Owner, VinoAdventure, City & County of Honolulu - Local Board Chair  
 SUNSHINE TOPPING, Vice President of Human Resources, DataHouse Holdings/Hawaiian Telcom

## Public Sector – Ex Officio – Voting

DAVID Y. IGE, Governor, State of Hawaii, (12/1/2014 – 6/30/2015)  
 NEIL ABERCROMBIE, former Governor, State of Hawaii (7/1/2014 – 11/30/14)  
 LINDA CHU TAKAYAMA, Director, Department of Labor and Industrial Relations (2015)  
 DWIGHT TAKAMINE, former Director, Department of Labor and Industrial Relations (2014)  
 ALAN ARAKAWA, Mayor, County of Maui (2014/2015)  
 BERNARD CARVALHO, Jr., Mayor, County of Kauai (2014/2015)  
 DAVID LASSNER, President, University of Hawaii (2014/2015)  
 KATHRYN MATAYOSHI, Superintendent, Department of Education (2014/2015)  
 LUIS SALAVERIA, Director, Department of Business, Economics and Tourism (2015)  
 RICHARD LIM, former Director, Department of Business, Economics and Tourism (2014)  
 RACHAEL WONG, Director, Department of Human Services (2015)  
 PAT MCMANAMAN, former Director, Department of Human Services (2014)  
 GILBERT KEITH-AGARAN, State Senator (2014/2015)  
 JILL TOKUDA, State Senator (2014/2015)  
 MARK NAKASHIMA, State Representative (2014/2015)  
 RYAN YAMANE, State Representative (2014/2015)

## Workforce Development Council Staff \*

Elaine Young, Administrator, Workforce Development Division (WDD)/Acting Executive Director  
 Carol Kanayama, Program Chief, WDD  
 Rae Ordinado, Program Specialist, WDD  
 Cynthia Nakamura, Program Specialist, WDD  
 Linda Sakamoto, Program Specialist, WDD  
 Kristen Tello, Administrative Assistant, WDD

\*In PY 2014, PY 2013 and a portion of PY 2012, WDC functions were temporarily staffed by the Workforce Development Division (WDD) because of reduced funding. In July 2015, the State Board hired a WDC Interim Executive Director who has reconstituted the WDC office to staff the State Board and assist the governor with WIOA Unified State Plan development and administrative oversight responsibilities.



**David Y. Ige, Governor      State of Hawaii**

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