

Year Ten

Workforce Investment Act

Title 1-B Annual Performance Report
Program Year July 2009 – June 2010



State of Hawaii
October 1, 2010



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FOREWORD

An annual performance report serves many purposes. The Workforce Investment Act (“WIA”) Annual Performance Report’s primary purpose is to comply with WIA reporting requirements. It lets stakeholders know whether the State of Hawaii met its negotiated performance outcomes for the Workforce Investment Act Title I-B program. It also highlights activities that indicate continuing improvement at the strategic, programmatic, and ground levels.

Veteran stakeholders who have read Hawaii’s WIA Annual Performance Reports will find that the outline of this report remains the same as in previous years. However, the narrative section includes new requirements from the U.S. Department of Labor Employment and Training Administration (“DOLETA”). For example, DOLETA wanted to know the effects of waivers on performance results and the initial results on implementing the American Recovery and Reinvestment Act (“ARRA”).

New or first-time readers of a WIA Annual Performance Report will likely want more extensive background on WIA and Hawaii’s workforce development system. That information can be found on our website at www.hawaii.gov/wdc.

Although the Hawaii Workforce Development Council (“WDC”) prepared this report, it was a collaboration of many entities. The WDC Evaluation and Accountability Committee members provided the overall guidance to ensure the report complies with the requirements, lays out the foundation for future in-depth evaluation, and is submitted in a timely manner. The Department of Labor and Industrial Relations and its Workforce Development Division, Research and Statistics Office, and Administrative Services Office, provided accurate performance data and text. The four local workforce investment boards, i.e., Oahu, Kauai, Maui County, and Hawaii County, submitted quarterly reports that were used in many of the local area highlights. Throughout the year, the WDC listened to analyses and insights of key LWIBs and One Stop Center staff.

<p>Authorized Official Certifying Accuracy and Completeness of Data: Elaine Young, Administrator Workforce Development Division Hawaii Department of Labor and Industrial Relations</p>

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EXECUTIVE SUMMARY

In PY 2009, Hawaii spent a total of \$5,852,470 in regular WIA Title I funds and \$3,630,777 in ARRA funds. The details of regular fund expenditure are presented on Table N in the Appendix. As part of the continuing effort to explore program efficiency and cost allocation, Hawaii is again reporting cost per participant based on program cost divided by number of participants. Table 4 shows that the overall cost per participant is estimated at \$352.

Fifteen percent of the funds were used at the State level for statewide activities such as planning, monitoring, information management, and technical assistance. Funds were also spent for rapid response activities in mass layoff or closure events.

Hawaii met or exceeded 13 of its 17 negotiated WIA Title I-B program performance targets relating to employment, retention, earnings, employability among adults and dislocated workers who have exited the program, and retention and skills development or employability of youth ages 14-18. The State did not meet older youth and customer satisfaction targets. It exited only 17 older youth ages 19-21 and missed all negotiated outcomes for older youth employment, retention, earnings, and credentials. There is no data on customer satisfaction.

The State and its local areas were outstanding in local cooperation and/or regional coordination. This is highlighted by the joint efforts the WDC has undertaken with the four local areas (counties) to address workforce issues in health care, “green” industries, and improving access and delivery of services and training

Finally, Hawaii responded to new initiatives such as green jobs and the ARRA summer youth employment program (“SYEP”). Briefings, workshops, and information tools were launched on green jobs. Three local areas had their ARRA SYEPs up and running in the summer of 2009 that continued into summer 2010.

Section One • Workforce Investment Act in Hawaii

Background

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

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

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

Funding from the federal WIA Title I-B program supports statewide and local area activities that improve the workforce system and deliver services to adults, dislocated workers, and eligible youth. The performance measures of the WIA Title I-B program answer the following questions:

- Are program beneficiaries becoming employed?
- Are they keeping their jobs?
- Are they becoming more employable?
- Are they earning more than before?

Performance Environment

Economy and Employment

Year ten or Program Year (PY) 2009 covers July 2009 to June 2010. In PY 2009, the unemployment rate of PY 2008 continued into 2009. There was an economic recession that was characterized by extraordinary uncertainty. Employers, jobseekers, and service providers experienced the impact of continuous high unemployment that started at 7.0% in July 2009 and eased to 6.3% in June 2010. The average unemployment rate or measure U3 was 7.3% and the fuller measure of unemployment or measure U6 was 16.0%. Table 1 compares Hawaii’s unemployment rates with the country's rates.

Program Year 2009, was only the second time since 1970 that Hawaii’s civilian labor force retracted by -8,200 to 637,800. At the same time the number of unemployed expanded by 17,250, the biggest spike ever and doubled the amount from a year earlier, bringing the number of people without jobs to 43,250. As a result, the number of employed persons plummeted by 25,500 to 594,500, only slightly higher than the state’s 2003 level.

Table 1. Two Measures of Labor Underutilization, Hawaii and US
July 2009 to June 2010

Measures	Hawaii	US
U-3, total unemployed, as a percent of the civilian labor force (this is the official unemployment rate)	7.3%	9.7%
U-6 total unemployed, plus all marginally attached workers, plus total employed part-time for economic reasons, as percent of the civilian labor force plus all marginally attached workers. (this reflects a more complete picture of labor underutilization)	16.0%	16.7%

Note: North Dakota and Nebraska had the lowest unemployment rates at 4.1% and 4.9% (U3), respectively. They also have the lowest underutilization at 8.0% and 9.2% (U6), respectively. U1, U2, U4, and U5 measures are discussed and presented in www.bls.gov/lau/stalt09q2.htm
Source: www.bls.gov

Chart I. Impact of Economic Recession and Layoffs in Hawaii, PY 2009
Based on Unemployment Benefit Claimants

<p><u>Island Unemployment Rate in June 2010*</u></p> <p>Hawaii – 10.4%</p> <p>Oahu – 5.8%</p> <p>Kauai – 9.3%</p> <p>Maui – 8.4%</p> <p>Molokai –12.2%</p> <p>Lanai – 7.9%</p>
<p><u>2009 Job loss by Industry**</u></p> <p>Trade, Transportation, & Utilities – 7,200</p> <p>Nat. Resources & Mining, & Construction – 6,400</p> <p>Leisure and Hospitality – 6,050</p> <p>Professional and Business Services – 4,400</p> <p>Financial Activities – 1,550</p> <p>Manufacturing – 1,200</p> <p>Other Services – 1,050</p>
<p>**Average of Monthly UI Benefit Claims from January to December 2008</p> <p>Source: “Current Unemployment Rates”, www.hiwi.org *</p> <p>“Hawaii Labor Market Dynamics, July 2010”, DLIR Research and Statistics Office</p>

Skills Need and Education and Training Providers

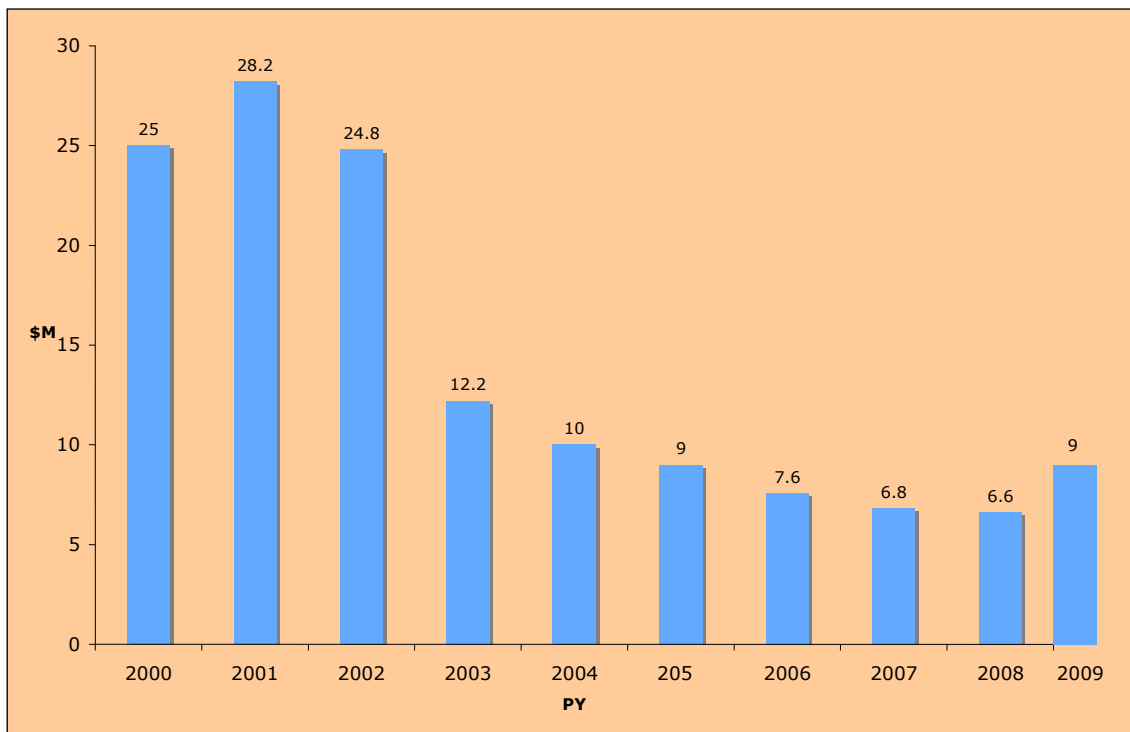
In PY 2009, *Kumu’Ao* or the State’s consumer report card system listed 7 WIA Eligible Training Providers and 226 available programs. Forty-seven providers offered long-term training and 33

provided short-term ones. The Oahu workforce investment area had the most training providers at 30, followed by Hawaii at 15, and Kauai and Maui at two each. (see www.hawaiiicrs.org).

WIA Title I-B Formula Grant Fund Expenditure

Hawaii spent a total of \$ 5,852,470, in WIA Title I formula fund and an additional \$ 3,630,777 in American Recovery and Reinvestment Act (“ARRA”) supplemental funding.

Chart 2. Expended WIA Formula Fund Allocation 2000-2009



Sources: State of Hawaii WIA Annual Report PY 2007, DLIR ASO Office Table N Reports for PY 2008 WIA Regular and ARRA supplement.

Section Two • State and Local Area Highlights

The WIA workforce development infrastructure includes the Workforce Development Council (“WDC”), the Workforce Development Division (“WDD”), and the Research and Statistics Office (“R&S”), all housed in the Department of Labor and Industrial Relations (“DLIR”); 14 One-Stop centers on six major islands and the virtual HireNet Hawaii; and four Local Workforce Investment Boards (“LWIBs”). The system continued to engage stakeholders in economic development, education, workforce development activities that advance Governor Linda Lingle’s Hawaii Innovation Initiative and Clean Energy Initiative, and a demand-driven workforce development strategy that focuses on alignment of stakeholders in Hawaii’s workforce development system.

Workforce Development Council

Grant Activities

In late January 2010, The U.S. Dept. of Labor announced that the WDC had been awarded a \$6 million, 3-year State Energy Sector Partnership Competitive Job Training Grant (“SESP”). In total, 34 grants ranging from \$2 million to \$6 million each were awarded to State Workforce Investment Boards in partnership with their State Workforce Agencies, Local Workforce Investment Boards and One-Stop Career Center delivery systems. A Project Director has been hired and first steps include execution of contracts with training and employment providers as part of the grant requirements.

In December 2009, the DLIR was awarded a Labor Market Information Improvement Grant. The project has hired three positions reporting to Francisco Corpus, Acting Director of the Research and Statistics Office (“R&S”): LMI Lead Researcher/Statistician, LMI Statistician Analyst; and Statistician Assistant. The first activity was a “Green Survey” to help determine the number of green jobs by county.

Additionally, the WDC participated in numerous planning forums to connect the state’s workforce infrastructure to the private sector employers in health care, construction, and Green Industries. Select activities include:

1. Securing a \$655,000 College Access Challenge Grant from The Department of Business, Economic Development and Tourism (“DBEDT”). The grant is funded by the U.S. Department of Education. Staff is currently working up a budget and Request for Proposal (“RFP”) to develop a college access web portal that will support students, adult learners and parents for entering and succeeding in post secondary education. The project will analyze different portals already in use by the DLIR and UH with the goal of one comprehensive state supported system.

2. Applied for the Healthcare Workforce Planning Grant released from the Department of Health and Human Services (“DHHS”) to help states plan their healthcare workforce in anticipation of the Affordable Care Act, which will be fully implemented in 2014. A primary goal of the administration is to increase the number of primary care providers, and Hawaii is already in a shortage situation regarding primary care physicians (internists, family practice, general practitioner, and pediatrics). Hawaii was awarded the grant on September 29, 2010.
3. Applied for a second grant application is for Health Profession Opportunity Grants for TANF and Other Low Income Persons,” also from the DHHS. WDC staff worked with DHS staff who administer TANF funding (Benefits Employment Support Services) to develop the proposal, which if funded will train for high-demand occupations in all counties.
4. WDC Executive Director, James Hardway, was named to the state team to represent Hawaii at the “Complete College America” (“CCA”) conference in Nashville in June. Hawaii is one of 17 in the Alliance of States seeking to increase the attendance of college-goers and reduce the remediation required for the 41% of students who start college unprepared for appropriate college-level work.
5. WDC actively participates on the Project Hoomohala (“PH”) Governing Council. Staff members recently attended a Georgetown Training Institutes Conference in Washington DC (funded by the university-based project). PH is a transition program for youth with moderate behavioral and emotional problems and is in its last year of federal funding. One major take-away is that federal departments are being encouraged to work together, and that collaboration is being directed at the state level as well. This strategy should help with many workforce development programs, which often cross departmental lines.
6. In late January, The U.S. Dept. of Labor announced that the DLIR's Workforce Development Council has been awarded a \$6 million, 3-year State Energy Sector Partnership Competitive Job Training Grant (“SESP”). Thirty-four grants ranging from \$2 million to \$6 million each were awarded to State Workforce Investment Boards in partnership with their State Workforce Agencies, Local Workforce Investment Boards and One-Stop Career Center delivery systems.
7. The WDC has been working with the state DLIR and Hawaii P-20 Council on implementing shared intra-agency-data to support a statewide P-20 Longitudinal Data System. The WDC is a partner in supporting the P-20 Council’s \$11.9 million grant request to the U.S. Department of Education which focuses on using *inter-agency* individual-level data throughout the educational pipeline from early childhood education to the workforce to:
 - a. Make data transparent, accessible in secure environments and action-able for multiple stakeholders;
 - b. Evaluate the impact of programs, policies, interventions and resource allocations on educational attainment and workforce development;
 - c. Inform decision-making for governance, management, resource allocation, student choices, curriculum and instruction;
 - d. Improve quality and efficiency of data analyses and reporting.

8. The WDC-commissioned an initial labor market analysis report to define what a “Green Job” in Hawaii is. This report is a small and immediate effort to gather and disseminate sound green workforce information. It has been developed for several audiences and to serve as a preliminary source of information about Hawaii’s emerging green workforce. The information garnered in this report has already been in competitive grant applications to the federal government for stimulus funds related to job-training in the “green” industries. The report is on line on the WDC main Website.

Briefings

The WDC held quarterly meetings that included briefings on topics of strategic significance:

- *“Hawaii Green Report & Updates”*
Francisco Corpuz, Department of Labor and Industrial Relations, R&S Division
- *“Statewide Longitudinal Data System for Educational Improvement”*
Tammi Chun, P-20 Council
- *“Business Perspectives on 2010 UI Tax Increase”*
James Tollefson & John Knorek, Chamber of Commerce of Hawaii
- *”2010 Unemployment Insurance Tax Alternatives”*
Darwin Ching, Director, DLIR
- *“Business Leadership Network-Medical Infrastructure Grant Project”*
Susan Miller, University of Hawaii Center for Disability Studies
- *“2010 Legislative Agenda – Reed Act Legislation”*
James Hardway, Executive Director WDC
- *“DLIR Volunteer Internship Program (VIP)”*
Darwin Ching, Director of Department of Labor and Industrial Relations
- *“State Career and Technical Education (CTE) Plan and Report”*
Angela Meixell, State Office of Career and Technical Education
- *“Summer Employment for Youth (under ARRA-TANF)”*
Elaine Young, Workforce Development Division, DLIR

Workforce Development Division (“WDD”)

As the State’s Workforce Agency, the DLIR assigned the WDD to be the program administrator of WIA program grants. The WDD also is a key partner with other state, county, and other organizations to help employers and jobseekers meet workforce needs.

Workforce Investment Act (WIA)

In Program Year 2009, Hawaii received a total of \$6,485,689 for the Adult, Dislocated Worker and Youth Programs. This amount was an increase of \$176,130 over the Program Year 2008 allocation of \$6,309,559. 1202 participants were provided intensive services such as assessment, case management and supportive services and training.

Coupled with funding from the American Recovery and Reinvestment Act (ARRA), the local areas were able to provide additional training opportunities to participants. Due to the slow economy and the increase in the number of persons receiving unemployment benefits and the number of weeks receiving benefits, there was a great need for services targeted for the Dislocated Worker.

American Recovery and Reinvestment Act (ARRA)

The American Recovery and Reinvestment Act was signed by President Barack Obama on February 17, 2009 to preserve and create jobs, promote the nation's economic recovery, and to assist those most impacted by the recession. Hawaii received \$6,313,624 to provide employment and training activities for eligible Adults, Dislocated Workers and Youth. 1,119 persons received services and training during the past year.

A major difference in the ARRA Youth Program funds of \$2,918,025 was the creation of summer work opportunities for youth ages 14-24 and the waiver of much of the required assessment, follow-up and performance standards of the "regular" WIA program. (The ages for the regular WIA Youth Program is 14-21). Congress's intent was to distribute the funds quickly to the States to allow more youth to develop good work habits, acquire skills, establish work history and experience work situations, including receiving wages. Older youth had the opportunity to remain in the program after the summer months to continue their training and assistance in job placement.

National Emergency Grants

Aloha Air/ATA: Hawaii received \$3.2 million to assist former employees impacted by the sudden closure of Aloha Air and ATA. The program began in the summer of 2008 and ended on June 30, 2010, serving more than 650 persons. Persons affected included a wide array of occupations from office assistants, reservationists, accountants, cargo, flight attendants and pilots. By the end of the program, 448 persons found employment. Those who needed additional assistance were transferred into the Dislocated Worker Programs under WIA or ARRA.

Molokai Ranch: The Molokai Ranch National Emergency Grant ended on June 30, 2010 serving 56 participants affected by the closure of Molokai Ranch on Molokai and office staff in Honolulu. 31 persons found employment after receiving intensive services and training.

OJT NEG: Under a competitive process, Hawaii recently was awarded \$601,873 to serve persons severely impacted by the current recession. Dislocated Workers who were laid off or terminated after January 1, 2008 and are facing prolonged unemployed (more than the State's average of 19.88 weeks) may be eligible to participate in on-the-job training activities for a period not to exceed six months. Participating employers may receive reimbursement for extraordinary training at a rate of 50% of the participant wages. Reimbursement and length of OJT will depend on the participant's skill level and work experience and employer qualifications for jobs.

Chart 3. List of WDD-Administered and PY 2009-Funded Programs

- Reemployment Assessment (REA)
- Military Spouse and Career Advancement Account
- National Emergency Grant (NEG)
- Senior Community Service Employment Program (SCSEP) including ARRA supplement
- Reed Act Funds
- Disability Navigator Program
- Local Veterans Employment Representative Program/Disabled Veterans Outreach Program (LVER/DVOP)
- Personal Reemployment Account (PRA)
- Work Opportunity Tax Credit (WOTC)
- Alien Labor Certifications (ALC)
- State Employment Training Funds (ETF)
- State Apprenticeship Program (State of Hawaii)
- Certified Nursing Assistant Program Earmark Grant (CNA)
- Wagner-Peyser Program (W/P)
- Reemployment Services-ARRA supplement

Source: State of Hawaii Workforce Development Division September 2009

The WDD supported two waivers that were designed to meet the Obama Administration's vision for summer youth employment. As a result, three out of the four local areas were able to launch their respective ARRA Summer Youth Employment Programs in 2009. As of August 31, 2009, the total of ARRA-funded participants increased to 700 of which 553 were youth employed during the summer. Chart 4 features a snapshot of ARRA implementation as reported by one local investment area. Maui hired additional personnel and engaged many employers to provide work readiness skills development for youth ages 14-24.

WDD PY 2009 Grants and Special Programs Summary

Reemployment Assessments

DLIR WDD requested and received an additional \$521,860 in federal Reemployment Assessment (REA) funds to assist Unemployment Insurance (UI) claimants in returning to work quickly and reduce the duration of their UI benefits. Funds will be used to expand reemployment services to over 7,900 UI claimants statewide by March 31, 2010. The

total amount of the REA grant is now \$703,100. Details are being developed for implementation by WDD in close collaboration with UI Division.

Apprenticeship Grant

DLIR WDD was awarded \$100,000 by USDOL ETA to assist in transitioning state-registered apprenticeship programs to full compliance under the revised federal regulations that became effective in December, 2008. Because the changes significantly alter current programs and state statute, the regulations provide a two-year transition period for all activities to be completed. The funds will be used for staff support to revise state law and rules, modify existing management information systems, and promote greater awareness of apprenticeship programs. The grant is for a period of two years beginning July 2009.

DLIR Volunteer Internship Program (“VIP”)

The VIP is a DLIR initiative designed to stimulate job growth in Hawaii. Governor Lingle developed this innovative project in response to Hawaii’s growing job loss. VIP is a voluntary program that allows job seekers, especially those receiving unemployment insurance (UI) benefits, to gain workforce training. Upon successful completion of training, interns receive certification of job skills acquired and consideration for employment. The opportunity to train through VIP is limited to 16-32 hours per week for between 4-8 weeks.

Supporting Employment Empowerment-Unemployment Insurance

WDD is now assisting the Department of Human Services (“DHS”) with the promotion of their new Supporting Employment Empowerment-Unemployment Insurance (“SEE-UI”) Program. The SEE brochure is currently posted to the DLIR website and hard copies are being distributed to the WDD local offices. WDD will be distributing SEE brochures to UI Claimants during their reemployment orientation, and providing the brochure to employers along with VIP information. The UI Division will also be mailing brochures to over 2,000 new claimants every week. SEE-UI is targeted to a select group of UI claimants who have a child less than 19 years of age and a household gross income which does not exceed 300 percent of the Federal Poverty Level for Hawaii. Eligible UI claimant will earn standard industry wage and receive the same benefits, such as paid vacation and sick leave, as other employees in similar positions. The SEE-UI Program benefits employers by: assisting employers by filling job openings for existing and new positions; matching screened applicants with appropriate available positions; and, providing wage reimbursement for up to 6 months at a rate equal to 100% of the State minimum wage plus 50 cents for each additional \$1 per hour paid over the minimum wage, as well as an additional 14% of the total subsidized wages to cover employment-related and training expenses.

ARRA TANF Summer Youth Employment Program

DHS contracted the City and County of Honolulu and DLIR to implement an ARRA TANF-funded Summer Youth Employment Program this summer. Discussions with DHS began in April 2010, and recruitment for youth began in May 2010. The DLIR program initially was limited to the neighbor island counties. However, the DLIR program was later expanded on May 17, 2010 to include Oahu youth for a total DLIR budget of \$3.5 million. Despite the extreme time constraints, DLIR placed over 1,400 youth in the program at various government and private non-profit sites statewide. Feedback from youth and worksite supervisors has been overwhelmingly positive because the youth were able to earn wages at their jobs while learning

job readiness skills. The DLIR program will end on September 15, 2010 to allow sufficient time for closing out the program.

WIA National Emergency Grant (“NEG”) for On-the-Job Training

DLIR applied for over \$4 million in WIA NEG funds and was awarded slightly over \$600,000 for the grant in late June 2010. Unlike other NEG's, the grant is for a specific activity – OJT's – and many new requirements for the grant are in the development stage. WDD staff will learn more during a conference in Washington D.C. in August 10-11, 2010, and details will be shared with the counties. A full implementation plan reflecting the new grant requirements and reduced award amount is due by the end of August 2010.

Research and Statistics Office (R&S)

The R&S is the State Labor Market Information entity, and conducts research and publishes results for different target audiences. To support workforce development solutions in Hawaii, R&S requested and received a PY 2009 grant of \$ 325,132 for Workforce Information core Products and Services. The grant required that specific labor market information be delivered, primarily through the website, www.hiwi.org. In PY 2009, various workforce stakeholders had increased interest in unemployment conditions, employment projections, and green jobs. Among others, the R&S customized information products and services to support those interests with:

- Short-term industry and occupational employment projections for 2009-2011;
- Long-term industry and occupational employment projections for 2008-2018;
- Annual Labor Market Dynamics report presenting 2009 job trends for the state and counties; and
- The Green Workforce Report for the WDC, representing an initial labor market analysis on green jobs in Hawaii.

The following report describes Hawaii's accomplishments during the July 2009 to June 2010 program year as required by the Training and Employment Guidance Letter (TEGL) No. 30-08. Hawaii received approval to extend (i.e. a no-cost extension) the performance period to September 2010. Actual and estimated expenditures are expected to have no significant variance. All six deliverables in PY 2009 have been met and within the schedule.

Part A: Accomplishments.

1) Populate the Workforce Information Database (WIDb) with State and Local Data.

Hawaii populated and maintained all core tables of the Workforce Information Database (WIDb) for the areas and time periods required in a timely manner, following the guidelines issued by the Analyst Resource Center (ARC). By June 2010, the database was populated with items that went beyond the core requirements such as including more

county and island data when available, providing additional years of data for the required tables, and populating other non-core tables. We also collected occupational licensing information, updated the required licensing files (license.dbf and licauth.dbf), and submitted the data files to the National Crosswalk Service Center for inclusion on America's **Career InfoNet** site in November 2009.

Hawaii maintains Version 2.4 of the WI database and was available online at our [Hawaii Workforce Informer](#) (HIWI) website.

2) **Publish an Annual Economic Analysis Report for the Governor and the state WIB.**

Staff compiled and produced an economic analysis report titled **Hawaii Labor Market Dynamics** for 2009 that provided data and information on the state and local labor markets for those individuals developing workforce policies and making workforce investment decisions. The report highlighted job trends over the last year, some over the past five years, and some trends as long as 19 years, reflecting how the economic downturn has impacted the state's labor market. It also forecasted job openings between 2009 and 2011 and between 2008 and 2018. Information on size of the workforce; unemployment rates by geographic areas; long-term job openings by education and training required; industry and occupation analyses; and wages were included as well as Local Employment Dynamics (LED) data. There was a section featuring the activities we have undertaken to ascertain the number of green occupations we have throughout the state. Mostly, it involved researching other studies to develop a definition of what constitutes a green job, preparing the Hawaii Green Workforce Report that was released in October 2009, revealing the limited data that currently exists, and laying the ground work for conducting a green job survey.

The Hawaii Labor Market Dynamics report was made available on the HIWI website in the latter part of July 2010.

3) **Post Products, Information, and Reports on the Internet.**

Labor market information produced by our office in PY 2009 were made available on our HIWI website (www.hiwi.org) for dissemination to our customers, and in particular to facilitate use by workforce investment partners. E-mail alerts to site subscribers announced new products, information, and reports available on the website. LMI posted on the HIWI website consisted of the monthly news releases on local unemployment rates and non-farm employment counts, employment projections for the state, occupational employment and wages for the state and Honolulu MSA, annual labor force updates for Affirmative Action programs, and Quarterly Census of Employment and Wages (QCEW). Local Employment Dynamics (LED) tools are also accessible on our website, including the Census OnTheMap tools that provides detailed maps and reports showing where people work and where they live for county and rural areas. As mentioned in item #3, the annual economic analysis report for the governor and state WIB called Hawaii Labor Market Dynamics was disseminated via the HIWI website.

Updates for the Workforce Information Database (WIDb) Version 2.4 are accessible through our Internet delivery system, HIWI. Staff also continued to provide WIDb information to HireNet Hawaii, an online job-matching system sponsored by our department at <https://www.hirenethawaii.com/default.asp>, and maintains a link to that website on HIWI.

We were involved in the maintenance of the Workforce Informer (WI) system and participated in Workforce Informer Consortium conference calls with the contractor, CIBER Inc., and other consortium states regarding issues pertinent to the system's operations. However, due to some hosting and maintenance problems with CIBER's performance during the year, Hawaii decided to end its contract with the company at the end of September 2010 and will be contracting with Geographic Solutions, Inc. to host and maintain a virtual LMI without any disruption in service.

Web statistics indicate an increase in visitor sessions for PY 2009 compared to the previous program year, but not quite to the level of two years earlier. Some of the increase could be due to the activities of a hacker that created havoc on the system. There were times when HIWI was unavailable in order to resolve the situation and to prevent it from reoccurring. Site users were mainly interested in the current unemployment rate and labor force data, wage information, and career and occupational information. Files receiving the most hits included those with information on occupational wages, nursing careers, unemployment; and labor market trends.

4) Partner and Consult on a Continuing Basis with Workforce Investment Boards and Key Economic Development Partners and Stakeholders.

Our Research and Statistics (R&S) Office continued to provide information and ongoing support to the Hawaii Workforce Development Council (WDC) office, Workforce Investment Boards (WIBs), and One-Stop Centers in PY 2009. Staff attended state WIB and WDC meetings to be briefed on updates and for guidance on workforce development policies, priorities, and issues. Our annual LMI Plan was discussed with Council members to ensure that our participation in providing LMI data supported the statewide workforce development initiatives. We maintained a close working relationship with WIB and WDC by responding to requests for LMI data and collaborating on the development and conduction of a green jobs survey

Requests for information on "green jobs" continued throughout PY 2009 from WDC, state and local WIBs, and agencies involved in energy-related activities. The enactment of the American Recovery and Reinvestment Act of 2009 (ARRA) provided funding for retraining of the workforce for green jobs and increased the demand for green workforce data. Initially, WDC and the state WIB Planning Committee requested that our R&S

office research and analyze what was “green” in Hawaii and our findings were published in the *Hawaii Green Workforce Report* in October 2009. We were able to define what comprised a green workforce, and identified green core sectors, potential green industries, green occupations, and green job skills. A PowerPoint presentation highlighting our preliminary research on Hawaii’s green workforce was presented at a statewide WDC meeting and the report was available on our HIWI website. Our research distributed through the green workforce report data helped WDC obtain a \$1.2 million federal grant for Labor Market Information Improvement.

Our labor expertise was also sought out by WDC and those in the medical field that were trying to find solutions to solving the physician shortage in rural areas of the state. We shared our existing occupational employment data, which unfortunately was not as detailed and geographic-specific as they would have liked, and we were consulted on how best to proceed. Staff has participated in numerous meetings, supported various projects and conferences, and sent reference letters, regarding a local medical expert seeking representation on a national board.

The HIWI website continued providing local LMI data and support to the local WIBs. The WIDb drives HIWI, and most of the data is collected at the county level, which replicates our LWIB geography. LWIBs have access to the most current labor market information available. Staff also has pages for each county on HIWI for easy one-stop access to data focused around geographical areas. The Local Employment Dynamics (LED) information is linked through HIWI, resulting in our continually offering county labor data. The LED **OnTheMap** tool on our website provides detailed maps and reports of where people live and where they work for county and rural areas.

5) **Conduct Special Studies and Economic Analyses.**

With the securing of ARRA funds for Labor Market Information Improvement, staff was tasked to research green job studies and consult with other states like Washington and Oregon that had conducted green job surveys, in order to design such a survey for our state prior to hiring temporary staff to do the actual survey. A preliminary survey instrument was drawn up that included asking for the number of employees in the five green job areas of (1) generate clean, renewable, sustainable energy; (2) reduce pollution and waste, conserve natural resources, and recycle; (3) energy efficiency; (4) education, training, and support of green workforce; and (5) natural, environmentally-friendly production. Current and expected job vacancies in 2012 and qualifications and employee training requirements were also sought. Additionally, some background information on the number of employees at each location and the types of green practices the establishments performed were solicited. Once a special green team was formed, staff assisted in creating a current address database, editing returned forms, making phone calls to clarify job classifications, and performing data entry. They also participated in making coding decisions on new occupations.

As mentioned earlier, in October 2009, our office completed the *Hawaii Green Workforce Report* for the Hawaii Workforce Development Council as an initial effort to determine the size of our state's green workforce, core green sectors of the Hawaii economy, green industries, green occupations, and the skills needed to perform green jobs. The report's findings were based on research and reviews of information from both private and public sectors and adapted to Hawaii's economic environment. The major finding was that green jobs were difficult to quantify since, not until just a few days ago, there had been no clearly defined standard for counting jobs as green. Hopefully, with the undertaking of the recent green jobs survey in 2010, shortly, we will be able to report more specifically on the number of green jobs that exist within our state.

Due to the passage of Hawaii's legislative Act 68 that requires the hiring of local residents to make up at least 80 percent of a construction contract/project unless a shortage exists, staff provided data that helped to determine whether a labor shortage existed. We contributed employment data on construction jobs statewide for a three-year period in order to calculate unemployment levels for each construction trade occupation based on the percentages of unemployment insurance claims for each of those occupations. We also reviewed employment data at the industry level and from other sources such as the American Community Survey. After researching past trends and various sources, it was decided that a worker shortage would be declared for a fiscal year when the percent of unemployment insurance claims for construction workers to total OES construction jobs was below 6.5 percent for the preceding calendar year. In the future, we will be expected to provide data on construction jobs annually for this purpose.

Part B. Customer Consultations

Throughout PY 2009, the R&S Office continued to consult with its customers through emails, phone calls, and in-person exchanges about the usefulness of products developed and services provided by our office. The "in-person" encounters involved attending meetings and participating in technical workgroups, sometimes on a monthly basis, to inform and ensure that future development of workforce information aimed to satisfy our customers' needs.

R&S maintained a viable working relationship with the Workforce Development Council (WDC) and Workforce Investment Boards (WIBs) by responding to requests for data and investigating issues that Hawaii's workforce investment system was interested in studying and pursuing for further action. Our attendance at council meetings and frequent informal contacts with the WDC office provided guidance and direction that allowed us to work collaboratively on developing appropriate products to inform state and local customers about the current state of our workforce situation.

Staff produced customized files for users of our data, providing industry and occupational employment projections, occupational wages by industries, and labor force information for affirmative action programs.

We presented the results of our Green Workforce report to a group of job counselors at a One-Stop Center and shared healthcare employment and wage data at a physicians conference that attempted to address the existing health practitioners shortage, particularly in the rural parts of the state.

Oahu Workforce Investment Board (“OWIB”)

The OWIB covers the State’s largest local investment area in terms of resident population. Its Oahu WorkLinks one stop delivery system has the most number of physical locations (8) – five with full services and three with limited services.

In PY 2009, the OWIB acted on demand-driven priorities, including the following job tools:

- *Job Environment Tool.* The OWIB continues research on its matrix of leading indicators. The matrix includes information from Hawaii economic research organizations and US and international economic think tanks, and highlights economic and labor news from the top five points of geographic origin for Hawaii tourists.
- *Job Growth Tool - “Green” Jobs.* The OWIB and WorkHawaii are collaborating with WDC, the LWIBs, state government departments, the UH system and others to develop grant applications for the five “Green” grants. Background: Congress provided \$500 million for competitive grants for green jobs training as part of the American Recovery and Reinvestment Act (Recovery Act). Although originating under the same authorizing language, the Department of Labor (DOL) has split this funding into five separate grant competitions for strategic partnerships and other entities to prepare workers for careers in energy efficiency and renewable energy industries.

Because the OWIB serves the workforce “system” a spectrum of job initiatives and Business Demand Driven Projects were initiated in PY 2009, these include projects such as:

Career Day at Roosevelt High School:

The Annual Career Day at Roosevelt High School continues to expand, with the sophomore, junior and senior classes participating. Member Debbie Kim Morikawa created a variety of sessions for the students, and OWIB member "emeritus" Ann Mahi, principal of Roosevelt High School welcomed OWIB to the campus.

Five OWIB members with their companies served as speakers and shared information about how their companies operate and the types of career pathways involved -- Hawaiian Dredging (Bill Wilson), Olsten Staffing (Signe Godfrey), Arcadia (Emmet White), Clinical Labs (Franco Imada), and Referentia (Nelson Kanemoto). Other companies participating included Tissue Genesis, McDonalds and Borthwick Mortuary (who even brought a coffin with them). A total of 28 companies participated.

Jobs Partnering – Asian Pacific Economic Council (“APEC”):

OWIB met with Hawaii Tourism Authority’s Senior Advisor and Liaison for APEC to explore partnering opportunities for workforce training, as one of APEC Hawaii’s key initiatives is development and training of the local workforce to prepare for APEC 2011. She will be traveling to Singapore to learn about their APEC experience and determine

what types of workforce training they implemented; and the benefits of the various kinds of workforce training to their community beyond the year they hosted APEC.

Jobs – Green Industry: Local Project Team (Energy Sector Strategies Grant):

OWIB local project team partners have focused on business sector needs, and then considering the job training and education needed. To allow for a broad range of input, the team developed a survey to distribute to all green businesses throughout the state. The survey was designed with input by the private sector as well as by the other WIBs. The Department of Business, Economic Development and Tourism partnered with OWIB to distribute the survey. Local project team members include private businesses, the Department of Defense, Enterprise Honolulu, and training providers.

Jobs – Healthcare Industry: Ulu Pono Project:

Kapiolani Community College partnered with OWIB and Oahu WorkLinks (OWL) in obtaining a \$1.7 million grant to train workers in the health care industry, focusing on CNAs; Pharmacy Technicians; Medical Billing and Coding; Medical Assisting and Dental Assisting. Four hundred and nine (409) people are projected to be trained and the grant will be effective to 2/15/12. OWL will provide employment counseling and follow up to graduates to connect them to job openings in HireNet.

Jobs – Tourism Industry: Tourism Workforce Advisory Council:

OWIB is a member of the Tourism Workforce Advisory Council whose mission is to develop and improve the quality of Hawaii's tourism industry workforce, and encourage opportunities for career development and upgrading for present and future employees. Council members include labor, management, education, and employment and training programs in the public and private sectors. The Council was established as a part of the Tourism Workforce Coordination project, a partnership of the HTA and the DLIR, and its goals include: address the human resource component in Hawaii's tourism industry; provide accessible information on career development and upgrading opportunities for tourism industry; facilitate development of accessible educational training opportunities statewide; and promote employment opportunities for Hawaii's tourism workforce.

Jobs – Education: Step Up Hawaii:

The OWIB is now a partner of “Step Up Hawaii,” a program of Hawaii P-20 Partnerships for Education. It promotes career and college readiness for Hawaii’s high school students. During 2010, about 2,500 students were welcomed to the program. Students sign a Step Up pledge form, along with their parents, to signify their commitment to earn the BOE Step Up Diploma, which includes more rigorous requirements in science, math and English, and the completion of a senior project. This diploma has been designed to prepare students for success upon graduation from high school, whether they choose to enroll in college or enter the workforce.

Students who pledge to earn this diploma receive a number of benefits, including information on college preparation and financial aid, and invitations to college-prep

events throughout their years in high school. Upon graduation, students who earn the BOE Step Up Diploma are rewarded with special incentives, such as special consideration for scholarships, admission into Hawaii colleges, and job application advancement with various employers.

Jobs National – National Association of Workforce Boards (NAWB):

NAWB extended an invitation to OWIB to be one of 10-15 of their Systems Innovations Lab sites. WIBs invited to participate as a lab site will be featured at the NAWB Forum in 2011. The project focuses on “systems thinking” and how WIBs can find innovative approaches to meeting the needs of their local area. NAWB would be interested in having other Hawaii WIBs join OWIB. In March, NAWB CEO Ron Painter confirmed OWIB’s executive director as a member of the NAWB Advocacy Committee.

Grant: Young Parents Demonstration Program:

The City’s Youth Services Center was selected to participate in this innovative demonstration project which serves youth who are pregnant or are parents. Hundreds of applications were received by the US Department of Labor, and 13 sites were selected as grantees. Of the 13 selected, only Honolulu and one other site were awarded the highest award of \$1 million.

ARRA Summer Youth Program:

The City’s Youth Services Center is preparing to start the next phase of the program in January 2010 for out of school older youth, planning to develop work experience opportunities in the private sector.

National recognition for efforts of Oahu’s Workforce investment Board during PY 2009

Honolulu’s Youth Services Center – National Awards & Recognition:

From:	Awards & Recognitions Earned:
US Dept of Labor (DOL)	Young Parents Demonstration Project (first in nation)
America’s Promise Alliance	100 Best Communities for Young People Awards
US Conference of Mayors	Best Practices on At-Risk Youth and High School Drop Out Prevention Awards
YouthBuild USA	Excellent Attendance, Program Completion and Diploma Attainment Awards (multiple awards earned)
National Association of Counties	Excellence in Service Award
US DOL Regional Training	Featured Speaker -- “How to maximize use of resources to generate excellent results”

Hawaii County Workforce Investment Board (“HCWIB”)

The Hawaii WIB covers the State’s largest local investment area in terms of land area. The Big Island Workplace Connection One-Stop delivery system has locations in Hilo and Kona.

In PY 2009, the HCWIB continued to make significant strides in establishing direct linkages and expanding infrastructural support entities including the Mayor’s Task Force on Employment Solutions, Hawaii Island Workforce and Economic Development Ohana (HIWEDO), Mayor’s Health Crisis Task Force, Pahoia Weed and Seed, Puna Roundtable, Joint Education Chamber Chairs Committee, DOE Community Alliance, Hawaii Tourism Authority’s Strategic Plan, Business-Education Partnership, and Big Island Workplace Connection. This progress is largely due to the maturation of key local initiatives requiring major community stakeholders to collaborate to insure sustainability of these initiatives:

- “*Going Home*” Comprehensive Prison-to-Community Reentry Initiative;
- “*Huiana*” Islandwide Internship Program for High School Students;
- “*Workforce Solutions*” Consortium for Persons with Disabilities;
- Business Resource Centers and Employer Services

In the process, the “Big Island” has been paving the way for promising practices, especially in labor pool expansion and collaboration including:

- The Hawaii County WIB and collaborators presented at the March 2009 NAWB National Conference. The presentation on best practices was entitled “Rural Workforce Initiatives: Hawaii County A Collaborative Community Model”.
- “*Going Home*”, which as of August 2009 has served 40 ex-offenders. During PY 2009 a part time staff member was hired to enhance services. The initiative involved 15 community agencies, and seven comprise a co-case management team.
- “*Huiana*”, the internship program engaged 142 high school students which represents 137% more than the target goal of 60. It involved 81 employers or eight times more than the target of 10 employers. It also reached 10 high schools or five times more than the targeted two students. Pre- and post surveys show that participants improved in employability and career awareness/direction. The internship program's popularity continues to expand and will be reflected in its strategic planning efforts, including expected expansion to West Hawaii stimulated, in part, by a partnership with the Paxen Group.
- Paxen – In School Youth Program: Our Annual Planned Cumulative total is at ninety (90) participants for PY 2009-2010. We are serving a total of sixty four (64) participants in carry-over, and sixty-two (62) “current enrollment participants”. For PY 2009-2010 we will be adding on eighteen (18) new participants. We are planning to service 9 participants on the West Side and 8 participants on the East Side.
- Goodwill Industries – Out of School Youth Program: Ola continues to serve forty six older and younger youth, sixteen youth in the follow-up service. Twenty two youth

are active in Kona and Hilo and 29 are in follow-up. Ola I Ka Hana is actively recruiting in Hilo and Kona to meet the target goal of 91. Ola has made contact with all nine Big Island DOE (non charter) high schools and will work closely with them to ensure appropriate referrals. Ola continues to work with the Hilo and Kona Community Schools for Adults and various community agencies to vigorously recruit and screen participants for proper fit.

- “*Certified Nurse Aide (CNA)*”, As of September 2009, we have enrolled 74 CNA participants (of the 158 participants that expressed interest and submitted documents, 74 met eligibility requirements). Original goal was to serve 30 CNA participants. Since, we have been granted several extensions. Next scheduled CNA class TBA for Spring 2010.

Also worth noting, during the PY2009 HIWEDO, the nonprofit organization established by the Hawaii County WIB, began serving as the coordinating entity for *Huiana* and *Going Home* programs. This transition is one of the steps towards sustaining these collaboration-intensive programs.

Kauai Workforce Investment Board (“KWIB”)

The KWIB covers the State’s smallest local investment area in terms of land area and number of residents. The *WorkWise*-Kauai One-Stop delivery system has one location in Lihue.

In PY 2008, Kauai pursued solutions that had strong support from employers and other stakeholders. Amidst increasing demand for services, declining WIA regular funds, and with a supportive community, Kauai promoted local cooperation and promising practices such as:

Energy Sector Industry Tour

Early in the program year, KWIB deferred its annual industry tour to the spring semester. However, due to the DOE furloughs now in effect, the Board is reassessing the target audience and format for this program since it is unlikely that counselors and teachers will be permitted to attend an event held during school hours.

With the County’s recent release of its Energy Sustainability Plan Draft, growing local news coverage of energy-related projects planned and underway, Kauai’s need to better educate the public about green jobs, and the recent award of the SESP grant, there is potential for making this as an island-wide public event.

ARRA-Funded Capital Projects

Several highways projects are underway and have employed local laborers. New construction of a fire station and wastewater treatment facility will utilize laborers, masons, and other construction workers. These facilities will include many energy efficiency features which will require expertise of energy specialists and auditors in the future.

Kauai Comprehensive Economic Development Plan Update (CEDS)

The Kauai WIA Administrator and the *WorkWise*-Kauai Branch Manager participated in this working group along with about 20 other business and community leaders, and also served on the Health and Wellness Industry Forum.

WorkWise-Kauai One-Stop Career Center Relocation

The *Work-Wise* Kauai One Stop Career Center relocated to the Lihue Civic Center eight years after former Mayor Bryan Baptise first envisioned integrating services at the County facility. The move was celebrated with an office dedication on April 1, 2010 to announce the opening. In attendance were Gail Fujita, US Economic Development Administration and Elaine Young, State DLIR Workforce Development Division Administrator.

Kauai Rural Development Project (“KRDP”)

KRDP has been a strong collaborator with *WorkWise* to ensure critical training programs are available by assisting with tuition and/or sponsoring needed training programs. Projects currently underway include:

- **Video streaming nurse aide training** – to provide access to the curriculum to a wider population, especially enabling those interested in the field but needing to maintain their current employment, the flexibility to fulfill both.
- **PMRF peer training**—support the developmental needs of staff at this critical work site

- **Police Explorer Program**—career awareness program for those ages 16 – 21 who have interest in law enforcement. The program helps prepare individuals for the entrance exam. Similar programs in California produce a 90% testing success rate.

Kauai Comprehensive Economic Development Plan Update (CEDS)

The Kauai CEDS Committee, on which the WIA Administrator and WorkWise-Kauai Branch Manager served, completed its work in March. Once approved by USEDA, the CEDS document will be posted for public viewing.

Maui County Workforce Investment Board (“MCWIB”)

The MCWIB covers the three islands of Maui, Molokai, and Lanai. The WorkSource Maui One-Stop delivery system has locations – two full service centers on Maui and Lanai and a limited service facility on Molokai.

In PY 2009, Maui continued its focus in promoting a seamless transition of youth and adults to post-secondary education and/or high-skill jobs.

MCWIB held their first meeting of the 2010 year on January 21, 2010. Ron Nelson was approved as MCWIB Chair, and Leslie Wilkins as the new MCWIB Vice-Chair. In one of his first orders of business for PY 2009, MCWIB Chair Nelson also appointed a sub-committee to draft the Standard Operating Policies for the MCWIB and its programs.

WIA ARRA ADULT and DISLOCATED WORKER PROGRAM

During PY 2009 the Maui WDD hired two new staff members to assist with HireNet registration and provide job seeking services under ARRA. The WDD plans to implement more in depth job seeking services, possibly grouping customers by common need and scheduling group sessions.

ARRA SUMMER YOUTH EMPLOYMENT PROGRAM (“SYEP”)

During PY 2009 the MCWIB contracted Maui Economic Opportunity, Inc. (“MEO”) to administer the ARRA SYEP. As of July 31, 2009, the Program registered 57 youth in the various programs. The SYEP has the participant involved in a six week program in which 32 hours per week are on-the-job and 8 hours are dedicated to classroom training/education.

Pre-Enrollment

The Youth Program for Maui introduced a “Pre-Enrollment” Phase to prepare potential WIA program youth enrollees to be successful in the WIA youth program setting. Without expending WIA funds, each potential student is provided a semester’s worth of hands-on experience if WIA youth program activities. The students who successfully meet threshold requirements are admitted as Ku`ina program students.

Financial Barrier Removal

One of the largest barriers Ku`ina students face is the ability to finance their academic program. Ku`ina seeks resources to cover full or partial cost of tuition, text books, uniforms, tools, travel cost, and exam fees of the student by referring students to UHMC Financial Aid Office (FAO) and Educational Opportunity Center (EOC). If these programs do not suffice, Ku`ina utilizes WIA funds to off-set the remaining cost. Since Spring 2009, Ku`ina has assisted 19 students in obtaining a cumulative amount of \$74,819 of grant money: \$61,340 in scholarships and grants and \$13,479 in Ku`ina grant funds--an average of \$3,938 per student. By removing these financial obstacles, Ku`ina has graduated four GED holders (three of whom enrolled at UHMC), two Liberal Arts graduates (one of whom is pursuing a bachelors degree), one Practical Nurse graduate (who aims to attain a bachelor’s degree in Nursing), and several Culinary and Dental Assisting certificate completers. Ku`ina also granted \$1,825 in supportive services funds to cover clothing, transportation, and housing costs for 11 students, monthly Maui Bus vouchers to students needing transportation assistance to attend school, and \$1,000 for a student to reside at the nearby dormitory.

Section Three • WIA Title I-B Results

Negotiated Performance Targets and Results

In PY 2009, the State mostly exceeded negotiated outcomes relating to employment, retention, earning and employability among adults and dislocated workers. It exceeded negotiated outcomes relating to retention and employability for youth ages 14-18. It missed negotiated outcomes relating to employment, retention, earning and employability among youth ages 19-21. As reflected in Table 3, the State exceeded twelve (12) of its negotiated performance targets, has one (1) within the 80%-100% threshold, and missed two older youth performance targets. This is an improvement from the last program year when the state missed all older youth performance targets. The State does not have results for customer satisfaction measures. (See Table A)

Table 3. PY 2009 Statewide Performance Measure Results Summary

Performance Measure	State Negotiated Performance Levels	State Results	Rating
Entered Employment Rate -Adults	65%	59.8%	Met 80% of Target
Entered Employment Rate-Dislocated Workers	57%	77.6%	Exceeded
Entered Employment Rate Older Youth	33%	50%	Exceeded
Employment Retention Rate- Adults	74%	86.3%	Exceeded
Employment Retention Rate-Dislocated Workers	86%	93.7%	Exceeded
Employment Retention Rate-Older Youth	60%	66.7%	Exceeded
Education Retention Rate- Younger Youth	44%	66.3%	Exceeded
Average Earnings -Adult	\$10,800	\$12,626.40	Exceeded
Average Earnings -Dislocated Workers	\$5,996	\$15,734.10	Exceeded
Six Months Earning Increase –Older Youth	\$2,500	\$1,738.80	Did Not Meet 80% of Target
Credential /Diploma Rate-Adults	62%	67%	Exceeded
Credential/Diploma Rate-Dislocated Workers	57%	67.9%	Exceeded
Credential/Diploma Rate-Older Youth	38%	25%	Did Not Meet 80% of Target
Credential/Diploma Rate-Younger Youth	44%	48%	Exceeded
Skill Attainment Rate-Younger Youth	71%	88.8%	Exceeded
Customer Satisfaction-Employers	72%	-	*See remarks on Table A
Customer Satisfaction-Participants	82%	-	*See remarks on Table A

Source: Appendix Table 0

The performance targets of each local area are the same as the State’s negotiated performance levels. Overall, the four local areas exceeded 80% of their targets and missed 13%. Chart 5 summarizes the performance variation across the local areas. There are a total of 60 boxes for 4 local areas with 15 outcomes each. ”Gold” boxes are for goals that were exceeded, ”silver” ones for goals were met, and “bronze” ones for goals that were not met. The number in each cell is the total number of PY 2009 exiters recorded by the local area.

Chart 5. PY 2008 Performance Results of Local Areas
Color Coded Summary and Overall Exiter Count

Entered Employment Rate	STATE	OWIB	HWIB	KWIB	MWIB
Adults	59.8%	70.7%	54.1%	44.4%	100%
Dislocated Workers	77.6%	77.4%	77.1%	66.7%	85.7%
Older Youth (19-21)	50%	66.7%	33.3%	100%	0%
Retention Rate					
Adults	86.3%	86%	85.7	93.8	80
Dislocated Workers	93.7%	92.5%	94.2	100	100
Older Youth (19-21)	66.7%	80%	0	66.7	0
Younger Youth (14-18)	48%	45.8%	56.3	41.7	54.5
Average Earnings/6 Mos Earning Increase					
Adults	\$12,626.40	\$13,768	\$10,364	\$12,237	7,963
Dislocated Workers	\$15,734.10	\$16,821	\$13,63	\$16,874	12,285
Older Youth (19-21)	\$1,738.80	\$1,927	\$613	\$1,830	0
Credential/Diploma Rate					
Adults	67%	77.1%	68.4%	23.5%	0%
Dislocated Workers	67.9%	66.7%	73.7%	100%	0%
Older Youth (19-21)	25%	44.4%	0%	0%	0%
Younger Youth (14-18)	66.3%	75.4%	44.4%	60%	83.3%
Skill Attainment Rate					
Younger Youth (14-18)	88.8%	94.6%	79.4%	87.5%	75.8%

Legend:

“Gold” Exceeded (Above 100% of negotiated level)

“Silver” Met (80% to 100%)

“Bronze” Did not Meet (Below 80%)



Note: The exiter count in each cell is listed for purposes of reflecting the relative scale between local areas.

Source: Appendix Table O

As Chart 5 reflects, that for the majority of the performance targets, the State and exceeded the goals. However, the State continues to struggle with Older Youth measures. The performance outcomes for older youth were based on the results of 52 exiters. Mathematically, the weight of one outcome is greater when there are few exiters. Some of the negative individual outcomes were attributed to: a) lost of contact and hence the inability to follow-up. Loss of contact occurred despite the practice of establishing three points of contact at program registration time; and b) Non-certifiable training. An employer provided training that increased the employability of a person with disability. Nevertheless, the gain for this particular exiter did not meet the requirements for certifiable training.

The outcomes for younger youth in all four local areas continue to be dramatically much better than the outcomes for older youth. Consistent with its population size and funding level, Oahu had far more participants and exiters than the three other local areas. Maui though had the least number of exiters and not Kauai.

Tables A-O in the appendix provides more details on State and local area performances. The WDD has verified the data to be correct and accurate. It is based on a September 28, 2010 run of performance data that has been submitted to USDOL.

Waivers and Impact on Performance Measures

With ARRA supplemental funds, there was more funding available in PY 2009 and 2010 for program services and training. This situation and the flexibility given in the approved waivers allowed the local areas more options in:

- Providing a variety of educational opportunities for participants;
- Increasing the transfer of funds between the Adult and Dislocated Worker Program to serve additional laid off workers; and
- The use of customized training to benefit both the employer and the participants.

The WDC is currently evaluating the correlation between the use of waivers by local areas and their respective performance results. The following represents feedback from select counties regarding the effectiveness of the waivers over this program year. These comments were gathered during the initial evaluation of on quantifying the impact of waivers on performance.

Exempting the state from the requirement to provide local area incentive grants.

“Because the overall WIA funding dwindled over the years, the amount available for the incentive grants became so small that the time and effort required to submit an application for the funds and then the contract modifications required if awarded, exceeded the benefit derived. The process was just way too labor intensive to make it worthwhile, especially since staffing at the local level had been cut to minimal level.”

Prescribing a time limit on initial eligibility of Eligible Training Providers.

“Because of limited resources, the KWIB chose to limit its training providers to Kaua‘i Community College (KCC) and Kaua‘i Community School for Adults (KCSA). Previously, the ETP process had been so cumbersome that the training providers were reluctant to go through the arduous process of completing the extensive eligibility application. So reducing the frequency by which the applications needed to be filed, helped reduce the provider resistance to participation.”

Providers of youth services to be selected on a competitive basis.

*“With this waiver, the City (City and County of Honolulu) as the Youth operator serves as the primary case manager and provides a comprehensive array of case management services that includes guidance, counseling and follow up services. The City also has the flexibility to supplement program activities that the procured youth service providers are unable to provide for support services and paid/unpaid work experience which address the need of individual participants. As a result, approximately 50 participants received support services than would not have been possible without the waiver. **Program outcomes improved 11% in skill attainment.**”*

Required 50% match to employer contributions for customized training.

“We did not use this waiver in PY09. But it'll be a good waiver to keep to give us the flexibility to encourage more employers to participate in customized training for higher skill and higher wage jobs such as the jobs to be identified by the WDC in the October 2010 and January 2011 healthcare forum and the training opportunities that can be provided by employers.”

Limit on the transfer amount between Adult and Dislocated Worker funding streams.

“This is particularly relevant in assisting the local area to balance the use of funds based on the community’s current market situation. Since the allocation is based on historical information, the workforce conditions are often quite different by the time funds are awarded to the local area. So again, this waiver allows the local area discretion in utilizing funds based in a manner where they will most benefit our community.”

“We did not use this waiver and found that the 20% transfer met our needs in PY09. But we would like to keep this waiver because the needs of the customers may change as our economic conditions shift.”

Consolidated comments for Waiver to allow using the work readiness indicator as the performance measure for youth participants; Waiver of various WIA youth program design frameworks of the 10 required elements; Waiver from Procurement requirements for Youth Summer Employment Providers.

“Due to the very short turn-around time for the summer employment program and its short duration, this was an essential waiver that supported the focus of this particular program. The continuation of the extension of the work readiness indicator as the performance measure for

youth participants to September 30, 2010 allowed us to implement the 2010 Summer Work Experience within a short time frame.”

“Competitive procurement for selected youth elements required under WIA; and I think this was issued after we had already gone through procurement. Ours was particularly messy since our initial contractor, the DOD, withdrew after challenges with their own procurement process.”

“This allowed youth participants who were seeking high school diplomas the opportunity to receive tutoring services while participating in the work experience and participants who have obtained a high school diploma achieved a credential through the University of Hawaii’s Employment Training Centers Working Green and Living Green course.”

Program Cost

Hawaii spent a total of \$5,852,470 in regular WIA Title I funds and \$3,630,777 in ARRA funds. The details of regular fund expenditure are presented on Table N in the Appendix. As part of the continuing effort to explore program efficiency and cost allocation, Hawaii is again reporting cost per participant based on program cost divided by number of participants. Table 4 shows that the overall cost per participant is estimated at \$352.

In contrast to previous years, USDOL redefined participants for adult services to include those persons that are self-service. E.g., Persons that registers on the on-line state job board (HireNet Hawaii) and utilizes the services the state offers through the web portal. (Resume building, job search, vocational services, job training referral, etc)

Table 4. Cost Per Participation for Three WIA Title 1-B Programs

Program	Reported Expenditure	Reported Number of Participants Served	Average Annual Cost Per Participant
Adult Services	\$2,002,661	21,945	\$91.25
Dislocated Workers	\$2,695,140	924	\$2,916
Youth	\$3,557,937	567	\$6,275
Total	\$8,255,738	23,436	\$352

Note: Hawaii has estimated cost per participant since PY 2004. Past annual reports are available at www.hawaii.gov/labor/wdc. Source of Data: Appendix, Tables M and O

Appendix: Tables A to O

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***Table A – Workforce Investment Act Customer Satisfaction**

Customer Satisfaction	Negotiated Performance Level – ACSI	Actual Performance Level – ACSI	Number of Customers Surveyed	Number of Customers Eligible for the Survey	Number Included in the Sample	Response Rate
Participants	0	0	0	0	0	0
Employers	0	0	0	0	0	0

*The customer satisfaction surveys were not completed for this Annual Report period because attention was diverted toward meeting new reporting and data collection requirements under ARRA programs. **In August 2010, the customer satisfaction surveys began again.** Because the surveys must be conducted within 60 days of the participant's exit or service provided to employers, the survey data will not cover the reporting period for this Annual Report. Instead, they will be included in the WIA Annual Report for next year.

Table B - Adult Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	65%	59.8%	67
			112
Employment Retention Rate	74%	86.3%	182
			211
Average Earnings	\$10,800	\$12,626.40	\$2,234,870
			177
Employment And Credential Rate	62%	67.0%	71
			106

Table C - Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
	Entered Employment Rate	52.6%	30	66.7%	4	100%	1	41.7%
		57		6		1		12
Employment Retention Rate	75.8%	47	100.0%	3	100.0%	3	100.0%	12
		62		3		3		12
Average Earnings	\$9,436.5	\$434,080	\$8,937.7	\$26,813	\$10,265.3	\$30,796	\$12,591.7	\$138,509
		46		3		3		11
Employment And Credential Rate	51.5%	17	50.0%	1	0.0%	0	50.0%	4
		33		2		0		8

Table D - Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	63.2%	36	56.4%	31
		57		55
Employment Retention Rate	87.7%	142	81.6%	40
		162		49
Average Earnings	\$13,249	\$1,841,714	\$10,346	\$393,155
		139		38

Table E - Dislocated Worker Program Results

Measure	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	57%	77.6%	257
			331
Employment Retention Rate	86%	93.7%	281
			300
Average Earnings	\$5,996	\$15,734	\$4,153,806
			264
Employment And Credential Rate	57%	67.9%	106
			156

Table F - Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
	Entered Employment Rate	68.2%	15 22	0%	0 2	69.4%	43 62	0%
Employment Retention Rate	85.7%	12 14	100%	2 2	91.8%	45 49	100%	2 2
Average Earnings	\$20,605	\$206,055 10	\$16,049	\$52,099 2	\$13,877	\$610,623 44	\$11,553	\$23,107 2
Employment And Credential Rate	71.4%	10 14	0%	0 0	59.1	13 22	0%	0 0

Table G - Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	78.6%	121	76.8%	136
		154		177
Employment Retention Rate	88.3%	98	96.8%	183
		111		189
Average Earnings	\$15,909	\$1,415,943	\$15,644	\$2,737,863
		89		175

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

	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education	--	44.3%	112
			253
Attainment of Degree or Certificate	--	61.5%	155
			252
Literacy and Numeracy Gains	--	43%	61
			142

Table H.2 - Older Youth (19-21) Results

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	33%	50%	8
			16
Employment Retention Rate	60%	66.7%	6
			9
Earnings Change	\$2,500	\$1,738	\$13,910
			8
Credential Rate	38%	25%	4
			16

Table I - Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	33.3%	2	0%	0	50%	1	50%
	6		0		2		14	
Employment Retention Rate	66.7%	2	0%	0	0%	0	66.7%	6
		3		0		0		9
Earnings Change	\$3,230	\$9,692	0%	0	0%	0	\$1,738	\$13,910
		3		0		0		8
Credential Rate	16.7%	1	0%	0	0%	0	28.6%	4
		6		0		2		14

Table J - Younger Youth (14-18) Results

	Negotiated Performance Level	Actual Performance Level	
		Skill Attainment Rate	71%
			457
Youth Diploma or Equivalent Rate	44%	66.3%	126
			190
Retention Rate	44%	48%	119
			248

Table K - Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth	
Skill Attainment Rate	91.3%	105	82.4%	70	89.1%	253
		115		85		284
Youth Diploma or Equivalent Attainment Rate	61.3%	38	78.4	29	53.3%	65
		62		37		122
Retention Rate	49.2%	30	47.7%	21	47%	85
		61		44		181

Table L - Other Reported Information

Reported Information	12 Month Employment Retention Rate		12 Mo. Earnings Increase (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	81.2%	199	\$3,596	\$848,663	17.9%	12	\$4,051	\$267,392	50%	18
		245		236		67		66		36
Dislocated Workers	91.3%	264	85.9%	\$4,079,868	20.6%	53	\$63,993	\$1,534,529	43.8%	53
		289		\$4,748,365		257		240		121
Older Youth	57.1%	4	\$1,493	\$8,962	0%	0	\$1,323	\$10,584		
		7		6		8		8		

Table M - Participation Levels		
Reported Information	Total Participants Served	Total Exiters
Total Adult Customers	22,848	18,208
Total Adults (self-serve <u>only</u>)	21,407	17,700
WIA Adults	21,945	17,893
WIA Dislocated Workers	924	330
Total Youth (14-21)	567	257
Younger Youth (14-18)	513	236
Older Youth (19-21 yrs)	54	21
Out-of-School Youth	386	154
In-school Youth	181	103

Table N - Cost of Program Activities (WIA Regular Funds and ARRA WIA Formula Funds Only) July 1, 2009– June 30, 2010		
Program Activity	WIA Regular Funds	ARRA WIA Formula Funds
Local Adults	\$1,319,580	\$683,081
Local Dislocated Workers	\$1,347,624	\$1,347,516
Local Youth	\$2,214,775	\$1,343,162
Rapid Response (up to 25%) WIA Section 134(a)(2)(A)	\$33,249	\$7,931
Statewide Required Activities (up to 15%) WIA Section 134(a)(2)(B)	\$735,770	\$249,087
Statewide Allowable Activities WIA Section 134 (a) (3) Including Required Activities WIA Section 111(d)	Program Service (WDC)	\$201,472
Total of All Federal Spending Listed Above	\$5,852,470	\$3,630,777
Total Federal Spending Combined	\$9,483,247	

Table O – STATE Performance

Table O – STATE Performance				
STATE OF HAWAII	Total Participants Served	Adults	21,945	
		Dislocated Workers	914	
		Older Youth (19-21)	54	
		Younger Youth (14-18)	513	
ETA Assigned # 15000	Total Exiters	Adults	27,872	
		Dislocated Workers	327	
		Older Youth (19-21)	21	
		Younger Youth (14-18)	236	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72%	-	
	Employers	82%	-	
Entered Employment Rate	Adults	65%	59.8%	
	Dislocated Workers	57%	77.6%	
	Older Youth	33%	50%	
Retention Rate	Adults	74%	86.3%	
	Dislocated Workers	86%	93.7%	
	Older Youth	60%	66.7%	
	Younger Youth	44%	66.3%	
Average Earnings (Adults, Dislocated Workers) Six Months Earnings Increase (Older Youth)	Adults	\$10,800	\$12,626.40	
	Dislocated Workers	\$5,996	\$15,734.10	
	Older Youth	\$2,500	\$1,738.80	
Credential/Diploma Rates	Adults	62%	67%	
	Dislocated Workers	57%	67.9%	
	Older Youth	38%	25%	
	Younger Youth	44%	48%	
Skill Attainment Rate	Younger Youth	71%	88.8%	
Placement in Employment or Education	Youth (14-21)	-	44.3%	
Attainment of Degree or Certificate	Youth (14-21)	-	61.5%	
Literacy or Numeracy Gains	Youth (14-21)	-	43%	
Overall Status of STATE Performance		Not Met*	Met	Exceeded
Note: Two Customer Satisfaction Outcomes not included.				
*Met within 80% of target level, ** between 80% to 100%,***over 100%		2	1	12

Table O – Local Performance				
Local Area Name O'AHU	Total Participants Served	Adults	11,854	
		Dislocated Workers	635	
		Older Youth (19-21)	18	
		Younger Youth (14-18)	283	
ETA Assigned # <u>15005</u>	Total Exiters	Adults	9,979	
		Dislocated Workers	216	
		Older Youth (19-21)	7	
		Younger Youth (14-18)	142	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72%	-	
	Employers	82%	-	
Entered Employment Rate	Adults	65%	70.7%	
	Dislocated Workers	57%	77.4%	
	Older Youth	33%	66.7%	
Retention Rate	Adults	74%	86%	
	Dislocated Workers	86%	92.5%	
	Older Youth	60%	80%	
	Younger Youth	44%	45.8%	
Average Earnings (Adults, Dislocated Workers)	Adults	\$10,800	\$13,768	
Six Months Earnings Increase (Older Youth)	Dislocated Workers	\$5,996	\$16,821	
	Older Youth	\$2,500	\$1,927	
Credential/Diploma Rates	Adults	62%	77.1%	
	Dislocated Workers	57%	66.7%	
	Older Youth	38%	44.4%	
	Younger Youth	44%	75.4%	
Skill Attainment Rate	Younger Youth	71%	94.6%	
Placement in Employment or Education	Youth (14-21)	-	41.5%	
Attainment of Degree or Certificate	Youth (14-21)	-	65.1%	
Literacy or Numeracy Gains	Youth (14-21)	-	54.5%	
Overall Status of OAHU Performance		Not Met*	Met	Exceeded
Note: Two Customer Satisfaction Outcomes not included. *Met within 80% of target level		1	-	14

Table O – Local Performance

Table O – Local Performance				
Local Area Name HAWAII COUNTY	Total Participants Served	Adults	6,018	
		Dislocated Workers	220	
		Older Youth (19-21)	17	
		Younger Youth (14-18)	141	
ETA Assigned # <u>15010</u>	Total Exitters	Adults	4,697	
		Dislocated Workers	86	
		Older Youth (19-21)	10	
		Younger Youth (14-18)	56	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72%	-	
	Employers	82%	-	
Entered Employment Rate	Adults	65%	54.1%	
	Dislocated Workers	57%	77.1%	
	Older Youth	33%	33.3%	
Retention Rate	Adults	74%	85.7%	
	Dislocated Workers	86%	94.2%	
	Older Youth	60%	0%	
	Younger Youth	44%	56.3%	
Average Earnings (Adults, Dislocated Workers)	Adults	\$10,800	\$10,364	
	Dislocated Workers	\$5,996	\$13,603	
Six Months Earnings Increase (Older Youth)	Older Youth	\$2,500	\$613	
Credential/Diploma Rates	Adults	62%	68.4%	
	Dislocated Workers	57%	73.7%	
	Older Youth	38%	0%	
	Younger Youth	44%	44.4%	
Skill Attainment Rate	Younger Youth	71%	79.4%	
Placement in Employment or Education	Youth (14-21)	-	45.2%	
Attainment of Degree or Certificate	Youth (14-21)	-	45.7%	
Literacy or Numeracy Gains	Youth (14-21)	-	38.1%	
Overall Status of HAWAII COUNTY Performance		Not Met*	Met	Exceeded
Note: Two Customer Satisfaction Outcomes not included. *Met within 80% of target level		3	2	10

Table O – Local Performance				
Local Area Name KAUAI	Total Participants Served	Adults	2,326	
		Dislocated Workers	21	
		Older Youth (19-21)	1	
		Younger Youth (14-18)	64	
ETA Assigned # <u>15020</u>	Total Exiters	Adults	1,825	
		Dislocated Workers	8	
		Older Youth (19-21)	0	
		Younger Youth (14-18)	30	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72%	-	
	Employers	82%	-	
Entered Employment Rate	Adults	65%	44.4%	
	Dislocated Workers	57%	66.7%	
	Older Youth	33%	100%	
Retention Rate	Adults	74%	93.8%	
	Dislocated Workers	86%	100%	
	Older Youth	60%	66.7%	
	Younger Youth	44%	41.7%	
Average Earnings (Adults, Dislocated Workers)	Adults	\$10,800	\$12,237	
	Dislocated Workers	\$5,996	\$16,874	
Six Months Earnings Increase (Older Youth)	Older Youth	\$2,500	\$1,830	
Credential/Diploma Rates	Adults	62%	23.5%	
	Dislocated Workers	57%	100%	
	Older Youth	38%	0%	
	Younger Youth	44%	60%	
Skill Attainment Rate	Younger Youth	71%	87.5%	
Placement in Employment or Education	Youth (14-21)	-	72.7%	
Attainment of Degree or Certificate	Youth (14-21)	-	57.1%	
Literacy or Numeracy Gains	Youth (14-21)	-	0%	
Overall Status of KAUAI Performance Note: Two Customer Satisfaction Outcomes not included. *Met within 80% of target level		Not Met*	Met	Exceeded
		4	1	10

Table O – Local Performance

Local Area Name MAUI COUNTY	Total Participants Served	Adults	1,747	
		Dislocated Workers	38	
		Older Youth (19-21)	18	
		Younger Youth (14-18)	25	
ETA Assigned # 15015	Total Exiters	Adults	1,392	
		Dislocated Workers	17	
		Older Youth (19-21)	4	
		Younger Youth (14-18)	8	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72%	-	
	Employers	82%	-	
Entered Employment Rate	Adults	65%	100%	
	Dislocated Workers	57%	85.7%	
	Older Youth	33%	0%	
Retention Rate	Adults	74%	80%	
	Dislocated Workers	86%	100%	
	Older Youth	60%	0%	
	Younger Youth	44%	54.5%	
Average Earnings (Adults, Dislocated Workers)	Adults	\$10,800	\$7,963	
	Dislocated Workers	\$5,996	\$12,285	
Six Months Earnings Increase (Older Youth)	Older Youth	\$2,500	0	
Credential/Diploma Rates	Adults	62%	0%	
	Dislocated Workers	57%	0%	
	Older Youth	38%	0%	
	Younger Youth	44%	83.3%	
Skill Attainment Rate	Younger Youth	71%	75.8%	
Placement in Employment or Education	Youth (14-21)	-	16.7%	
Attainment of Degree or Certificate	Youth (14-21)	-	60%	
Literacy or Numeracy Gains	Youth (14-21)	-	57.9%	
Overall Status of MAUI COUNTY Performance		Not Met*	Met	Exceeded
Note: Two Customer Satisfaction Outcomes not included. *Met within 80% of target level		7	-	8