



County of Hawai`i

LOCAL AREA PLAN FOR TITLE I – WORKFORCE INVESTMENT ACT AND THE WAGNER-PEYSER ACT

FEBRUARY 1, 2008 – JUNE 30, 2009

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Mayor**

Prepared by

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**Local Plans For
Title I – Workforce Investment Act and the Wagner-Peyser Act
February 1, 2008 – June 30, 2009**

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Cover and Signature Page

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This comprehensive plan is submitted for the period of **February 1, 2008 through June 30, 2009** in accordance with the provisions of the Workforce Investment Act. We further certify that we will operate our Workforce Investment Act Program in accordance with this plan and applicable federal and state laws and regulations.

Chairman, Hawai`i County
Workforce Investment Board

Mayor, Hawai`i County

Michael Gleason
Name (printed or typed)

Name (printed or typed)

Date

Date

I. LOCAL VISION AND GOALS

1. *Describe your vision and strategic goals for:*

Our vision is for a comprehensive and coordinated workforce system that supports a healthy economy throughout Hawai`i County. The envisioned workforce system includes:

a. *economic development:*

- Upgrade skill levels of incumbent workers for emerging and growing industries.
- Exchange and share demographic data to economic development agencies.
- Identify and promote emerging, environmentally friendly industries and high-waged occupations such as information technology, tourism, construction, astronomy, university, health and gerontology.

b. *worker supply:*

- Expand labor pool by targeting and recruiting the under-utilized populations including but not limited to:
- Persons with disabilities
- Youth
- TANF clients
- Older workers and retirees
- Ex-offenders
- Immigrants
- Discouraged workers
- People with substance abuse
- Homeless
- Veterans
- Dislocated Workers
- Economically disadvantaged
- Expatriates

c. *education and training:*

- Coordinate with the Hawai`i County Youth Council, One-Stop Centers and Eligible Training Providers (ETP) to support basic literacy training modules with an emphasis on employability skills and career paths for Hawai`i County's youth (18 to 21 years of age) population.
- Utilize employer input and surveys to design programs for entry level workers.
- Expand contextual learning experiences such as internships, career shadowing, apprenticeships, and mentoring by

collaborating with the Department of Education (DOE) and other educational institutions.

- Address work readiness skills through partnerships with schools and service providers.
- Ensure appropriate and timely curricula for identified industries.
- Support curriculum that is flexible enough to prepare students for post secondary educational activities or the workforce. This may include both a high school diploma and work-readiness certification in skills required by high growth/high demand businesses.

d. One-Stop Job Center services:

- Enhance integrated service delivery, focusing on a demand-driven system which focuses on services rather than programs.
- Develop a flexible workforce system that takes advantage of technology and is supported by a coordinated network of local systems with a minimum of overlapping services among partner agencies
- Continue to support and utilize the HireNet Hawai`i, which is both the management information system and database that connects the employer and job seekers while providing continued support to those customers requiring personal interaction.

e. youth development:

The HCWIB supports the State vision of serving the neediest youth, overcoming the most difficult barriers to their becoming contributing members of society by:

- Expanding contextual learning experiences such as internships, career shadowing, apprenticeships, and mentoring by collaborating with the DOE and other educational institutions.
- Continued collaboration with youth development organizations to expand youth system building initiatives.
- Continued collaboration with Business-Education Partnership (BEP), Junior Achievement (JA), Hawai`i Community College, Huiana Internship and Youth Builders to enhance incentive programs for youth employability development.

f. communication and coordination:

- Continuing development and maintenance of our local website that serves as a comprehensive resource to local job seekers, business, students and workforce professionals.
- Development of a communication and coordination system with the State and other local areas that will support our One-Stop and save on expenses by sharing common activities such

as media buys, workforce supply-demand studies, and preparation of printed material

- Mutually agreed-upon performance expectation for service providers, a strengthened system for LWIB oversight and meaningful opportunity for providers to give input for the development of local policies.

g. use of resources:

- Utilize various sources of funding (501c3, Reed Act, private foundations, etc.) to implement the Hawai'i County Workforce Investment Board (HCWIB) initiatives such as internships and outreach for the under utilized population.
- Seek outside resources or non-WIA funding to become self-sufficient.
- Utilize input and resources from businesses, One-Stop Partners, HCWIB members, and community agencies to implement established goals.
- Optimize One-Stop services to the private and non-profit business sectors, governmental agencies, and community based organizations.

h. performance accountability:

- For the two-year term of this plan, the local performance accountability system will track the seventeen required performance indicators listed in TEGL 19-06, dated March 30, 2007 and strive to meet the proposed PY 2007 and PY 2008 performance measures as shown in Section VII.
- The LWIB communicates performance expectations through agreements and MOUs with the local service providers and One-Stop partners. The agreements also define timelines for monthly and /or quarterly program/performance reporting. OHCD staff conducts month/quarterly program eligibility, data validation, and performance monitoring of all WIA programs and reports back to the LWIB through its' sub committees.
- The Oversight Committee reviews and provides guidance and oversight for the Adult/DW programs and the One-Stop system.
- The Youth Council reviews and provides guidance and oversight for the Youth programs.

i. other local priorities:

- Continue collaboration with Mayor's Task Force to address workforce issues such as affordable housing, transportation, and the under utilized population to increase worker supply.

- Operation Mainstream – A local program which encourages employers to hire from the under utilized population as described in Section I.1.b.

2. *Indicate differences, if any, from the State’s vision and goals.*

The HCWIB is aligned with the State’s vision and goals.

3. *Identify the LWIB’s highest two to four priorities for the next two years.*

In order of priority, the HCWIB has identified the following 4 priorities for the next two years:

1) Employer Outreach and Services

This will include the development of a business service center for use by local employers to conduct business activities related to employment and training. Employer representatives, working closely with entities like the Hawai'i Economic Development Board (HIEDB), the County Research and Development Division and the Workforce Development Division will assign specific employer liaisons for various key industries, specifically technology, retail, and health services. They will help to coordinated and conduct business/employer forums. The forums, some held on a monthly basis, will be designed to address the specific focus groups to address employment and training needs of individual industries.

2) Labor Force Pool Expansion

Extensive outreach efforts will help to identify, recruit and train under-utilized segments of the hard to serve and under-utilized populations that will help to meet the employment demands of business and industry. This under-utilized population includes, but is not limited to the population listed in Section I.1.b.

3) Technology Update

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

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

4) Capacity Building

Provide technical and administrative support to determine service delivery gaps, organize and convene meetings of various stakeholders, coordinate training efforts for the HCWIB and research possible grant possibilities. Support the HCWIB Strategic Planning Committee to help develop long term plans,

directives and solutions for key employment and training for stakeholders in Hawai'i County.

- 4. Describe the process by which the LWIB's vision and goals will be conveyed to One-Stop Job Center staff, partners, and service providers. Please include plans for receiving feed-back, and providing on-going reinforcement.***

Through Memoranda of Understandings (MOUs) with One-Stop Partners and Service Provider Contracts with service providers, the LWIB's goals and visions are communicated and specific services to be offered are defined. Further, the One-Stop Operator (The County of Hawai'i) conducts informational meetings with Big Island Workplace Connection (BIWC) Partners on a monthly basis. The HCWIB Chair also participates in these monthly meetings where vision and goals are communicated and reinforced. This venue also provides a positive atmosphere for getting feed-back on a regular basis.

II. ASSESSMENT OF LABOR MARKET NEEDS [Ref: WIA Reg. 661.350(a)(2)]

1. *Identify the current and projected employment opportunities in the Local Area.*

Hospitality/Visitor Industry: For the first eight months of 2007, Hawai'i Island had \$1.1 billion in visitor spending, an increase of 6.5% from last year and has experienced banner years for the last three years. Year-to-date through August 2007 Total Visitors 1,100,683 +3.2% Including Visitors By Cruise Ships 318,579 +32.6% Total Air Seats Kona 408,036 -17.2% Domestic Seats 340,699 -21.0% Japan 63,950 +9.4%

Although struggling to find qualified workers to fill vacancies coupled with low unemployment, the industry has faced a downturn in the market directly correlating to the effects of the national economy. Air lift into Kona International Airport has reduced by -17.2% in this past year, consequently land visitor counts are way down versus cruise ship passenger counts being up by 32.6%. This is about to change.

The cruise ship industry has had the greatest impact over the last two years with the highest gains in visitor counts. However with the recent announcement that NCL will be reducing its presence in Hawai'i by 40 % effective February 2008, these numbers are expected to be dramatically effect small tourism operators. Lay offs are expected. A major shift in the workforce is about to happen.

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

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

Construction Industry: The housing cycle peaked two years ago and is on the decline with an excessive inventory of middle to high end single family houses on the market. Building permit issuance has dramatically decreased in the last twelve months. Many of the skilled trades-people that came from the mainland for the lucrative work have left and gone home. As the market continues to shrink more will leave. Of the local people who have entered the construction trade during the boom the less skilled will be laid off first and

collect unemployment as long as they can because it is relatively high and then they will probably go back to the service industries that they came from. As always the problem for the industry will be well-trained, skilled workers who will continue to be in demand.

Education Systems: Over the past several years, the University of Hawai`i at Hilo and the Hawai`i Community College have made great strides in attracting local residents, intra-state residents, and out-of-state students to their campuses. The University system and the Hawai`i Community College need to acquire additional funding for modernization and expansion of facilities and vocational programs. With this expansion will come more employment opportunities in the clerical, professional, technical and innovation sectors, along with the need for teachers to educate and train for these sectors.

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

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

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

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

New Agriculture: Since the demise of large plantation farming, new agriculture has blossomed with new niche market high end products. With such diversity expanding including the world renowned Kona coffee, hearts of

palm, hydroponic heirloom tomatoes being sold to market and top restaurants around the nation. The science that this new agriculture demands requires a new approach for job recruitment, including higher skill requirements at entry level and willingness to train on the job.

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

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

2. *Describe the job skills necessary to obtain the employment opportunities identified above.*

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

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

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

Interpersonal Skills: With the constant focus for customer satisfaction and customer service, employees must possess a high level of interpersonal skills to effectively deal with co-workers and customers alike. The ability to work

in teams is essential to completing multi-tasks demanded by today's businesses. Specific desirable traits that directly complement effective interpersonal skills include, but not limited to: being punctual; showing initiative; being empathetic toward cultural differences; accepting responsibility; demonstrating good time management and having the ability to communicate in oral and written form.

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

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

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

3. *Describe the current and projected labor pool include demographics (e.g., age, gender, number of the special groups listed at IV.14 of these Instructions) of the youth and working age populations.*

In 2004, Hawai'i County had a civilian labor force of 78,600, with the following approximate characteristics:

- The current and projected local area labor pool is multi-ethnic, as with the state. The three largest groups are Cosmopolitan (two or more races), White and Asian.
- Women make up approximately 48% of the local labor force.
- The resident population of Hawai'i County is made up of those who are under 18 years of age (26%), 18 to 64 year olds (60.5%), and 65 years and over (13.5%).
- Approximately 18% of the County's population has disabilities.

- There are approximately 22,821 people whose income is below poverty level, the largest percentage of which are female household families with children under the age of 18.

Additional details can be found on Tables 1., 1.11a, 2.8, and 12.6 at the end of this section.

- 4. Analyze the information collected on employment opportunities, necessary skills, and the current and projected labor pool. Based on this analysis, describe the current and projected skill gaps and the sufficiency of the Local Area's labor pool.***

Hawai'i County has significant shortages in all of the high demand occupations, which are listed in Section II.1, mostly due to skill gaps in the following areas of basic literacy, job readiness, and occupation specific skills that are defined in Section II.2. There are many technical/high skilled occupations, which pay high wages, but they require skills, which are generally lacking in the local labor pool.

III. LOCAL ORGANIZATION AND ADMINISTRATION

1. ***Identify the entity responsible for the disbursement of WIA formula funds. [Ref: WIA Reg. 661.350(a)(9)]***

The County of Hawai`i through the Office of Housing and Community Development (OHCD) is the fiscal agent, the entity responsible for the disbursement of WIA formula funds in the local area.

2. ***Describe roles and relationships between the Mayor, LWIB, grant recipient, subrecipient/fiscal agent, and One-Stop operator(s). Attach any agreements and organization charts that define the roles and relationships.***

Appendix A and Appendix B illustrates the relationships between the above listed entities.

The local elected chief official, Mayor, has designated the County of Hawai`i to be the Grant Recipient for the Hawai`i Workforce Investment Act. The County of Hawai`i, through the OHCD is the fiscal agent and responsible for disbursement of WIA formula funds in the local area.

The LWIB is appointed by the Mayor to help set local area policies which include: development of a local area plan; selection of a One-Stop Operator(s); negotiate local performance measures; coordinate activities with economic development strategies; and promoting private sector involvement in the workforce investment system.

The LWIB, with concurrence of the Mayor has designated the county of Hawai`i as the One-Stop Operator for the local One-Stop system. Through an agreement, all mandatory One-Stop partners support the core, intensive, and training services in this One-Stop system. Individualized Memorandum of Understandings (MOUs) has been signed with our LWIB and is in effect until June 2008.

3. ***Describe measures in place or planned towards effective and efficient use of administrative resources; including:***

- a. ***improved procedures for data flow and entry:***

Current agreements with sub-recipients who were awarded funds to deliver the Adult, Dislocated Worker and Youth programs define expectations for data entry into the new HireNet Hawai`i (State's Management Information System MIS) The agreements also define timelines for the submittal of program and performance reports to the County.

Data validation is conducted by the State WDD office annually and monitored by local WIA staff randomly and during regular program monitoring.

b. single administrative structure to support LWIB and serve as the fiscal agent for WIA funds:

We have a single organizational structure that administers grants, acts as the fiscal agent for the local area, is the One-stop Operator and provides support to the LWIB. The County of Hawai'i through the OHCD provides this structure.

We ensure that our financial systems as well as those of our grantees, provides fiscal control and accounting procedures that are in accordance with acceptable accounting principles. Resource sharing among One-Stop partners is documented in the MOU and is regularly evaluated.

c. simplifying and combining programs:

The continual reduction in funding for programs has encouraged the LWIB to look for ways to streamline processes and reduce overlapping in services and program. Through agreements, MOUs, and regular meetings of sub-committees who provide oversight, the LWIB, service providers and One-stop partners communicate the need to collaborate and leverage resources. The LWIB encourages the providers and partners to share information about their programs and explore activities such as coordinating common enrollment and exit points and discussing co-case management strategies.

d. reducing overlapping services by affiliated entities:

As in Item c, the LWIB encourages collaboration and communication as a means to reduce overlapping of services.

e. leveraging resources with interested parties:

The creation of the non-profit corporation to apply for additional funds will enable the Board to further its plans for employment and training in the county.

f. limited travel policy:

Budgets for travel have been adjusted and will be assessed further due to limited administrative funds.

g. joint activities with other Local Areas:

The counties have been coordinating on joint activities through the LWIB Chair's Committee meetings, mostly to address issues for Reed Act funding and HireNet Hawai'i. In the process, many other issues are accessed and discussed. It is critical that the counties continue to

work together, share ideas and information on how we can run programs more efficiently and effectively. Hawai'i County will continue to work cooperatively and encourage coordination with all other local areas.

4. *Describe any training that is conducted for LWIB members and staff on ethics, conflict of interest, and the Sunshine Law; include the frequency and date of recent and planned sessions.*

LWIB staff attended seminars regarding the Sunshine Law conducted by the County of Hawai'i. This information has been passed on to the LWIB membership through brochures and discussions at Executive Committee meetings. The Workforce Development Council coordinated speakers to provide the Council members with conflict of interest information. The LWIB Chair and staff provided this information through monthly reports to the LWIB. In coordination with local legal services, the HCWIB plans to have updated review sessions on each of these critical topics for all LWIB and staff on an ongoing basis.

5. *Please describe the LWIB's mechanism and plans for providing its staff with the support (training, equipment, etc.) they need to fulfill the LWIB's expectations? This response should cover staff of the LWIB, One-Stop Job Centers, and Youth programs.*

Due to budget constraints, limited WIA funds have been budgeted for training. Training through videoconferencing and teleconferencing is utilized whenever possible to take advantage of valuable resources. Reed Act funds have helped to provide some support, but cannot provide WIA program the kind of support we feel is necessary for the LWIB, staff, One-Stop Centers, and Youth Programs.

6. *Please describe the LWIB's plans for supplementing WIA funding and/or adjusting its operations to the availability of funding.*

The Hawai'i Workforce and Economic Development Ohana, Inc. is a non-profit corporation formed by the HCWIB. The corporation has begun to pursue other sources of funding to supplement WIA programs. Other funding sources will also allow the corporation to address other critical employment related issues like housing and transportation.

Reed Act fund have allowed each of the counties to develop and pursue programs to further develop the under-utilized populations of our workforce, relations with employers, improve the technology and connectivity of our One-stop system. The Act appropriates funds until June 2009. The LWIB plans to submit expansion plans under the Reed Act for further funding.

7. What waivers from WIA requirements would facilitate LWIB operations?

None at this time.

IV. ONE-STOP DELIVERY SYSTEM/SERVICES

1. *Identify the One-Stop operator(s) for the county's One-Stop System. Identify how the One-Stop operator(s) were designated.*

The Mayor and the LWIB have designated the County of Hawai'i as the One-Stop Operator. This designation was a result of an agreement between the LWIB and a consortium of all the mandatory One-Stop Partners.

2. *Describe the current and planned One-Stop infrastructure. [Ref: WIA Reg. 661.350(a)(3)]*

Hawai'i County's current One-Stop Center is located at 1990 Kinoole Street, Hilo Hawai'i 96720. In 2005, the One-Stop Center moved to a new location that co-locates the County of Hawai'i, Section 8 Program, and its Administration; State Department of Human Services, TANF work programs, and their Administration; Hawai'i Community College WIA training programs; DLIR Unemployment Insurance Office; and WDD. Although the County did not enter into a master lease with all the agencies, all of the leasing agencies made long-term commitments to be co-located in the One-Stop facility. Because of the number of partners physically located within the facility, the County of Hawai'i felt it was necessary to take a more active role in overseeing and coordinating the delivery of services among the co-located and other partners.

Core, most intensive and training services are being delivered at this location. Hawai'i County presently has one satellite office located in West Hawai'i. When specific services and/or activities are not readily available at a One-Stop site, assigned case managers will immediately link with the One-Stop partner consortium or other entities capable of delivering said services.

An 11-agency consortium of mandated partners currently exists to jointly address the myriad of services needed by local area job seekers and employer customers. Other partners and their respective services are offered through working partnerships created for welfare participants, youth, and persons with disabilities, substance abusers and ex-offenders currently receiving treatment.

The Business Resource Council in West Hawai'i, also working with the One-Stop, addresses workforce development as well as educational and school-to-work issues. This council focuses on workforce and workplace needs of the businesses in West Hawai'i.

Describe how well the One-Stop operators meet the standards and outcomes [Ref: WIA Reg. 661.350(a)(3)] defined below.

a. documented sound fiscal procedures, integrity, and accountability:

The County of Hawaii, as the One-Stop operator for the County is responsible to create and maintain cost allocation plan that show how each partner pays their fair share of operating costs of the One-Stop delivery system proportionate to the use of the system. Each partner submits quarterly cost allocation reports to document this.

b. effective management structure:

The One-Stop consortium of partners elects a Chair and Vice-Chair on a yearly basis. The Chair works closely with the One-Stop operator, presiding over meetings, helping to set meeting agendas and providing guidance. Meetings are held monthly at partner program sites on a rotational basis, providing the opportunity for ongoing information exchange.

c. effective use and training of staff from partner agencies:

Staff from partner agencies are integrated and trained through an Inter – Agency Line Staff committee headed by the One-Stop Manager. Defining of core activities of each partner, initial eligibility and program services have been provided to each staff. Common Needs (referral) forms described and utilized by each partner’s staff who provide assessment elements. Staff uses partner desk reference guide and receives in-services training on any new partner services.

The Passport to Success is a new strategy developed by the partners as a means to help train new staff. It requires new staff to contact each partner agency for an orientation and will receive a stamp in the Passport indicating completion of the orientation. When the Passport is completed, the new staff will receive a certificate acknowledging the completion of the training.

Staff is included in the planning and delivery of joint partner efforts, for example: job fairs, employer forums, Workforce development Week Celebration, performance measure training, etc.

d. status and plan for partner coordination:

Partner coordination remains cohesive with consistent monthly meetings, attended by all mandated partner’s administrators, managers and/or directors. The location of monthly meetings is rotated among partner agency sites. Sub-committees addressing integration, co-case management strategies, and marketing are elements of coordination. Confirmation of partner coordination is demonstrated through cost allocation and resource sharing methods and strategies. Partners contribute to the development of

self-service activities, offered to clients, through the One-Stop Resource Center.

e. infrastructure that provides sufficient space for partners and enables partners to interact electronically:

Four of the mandated partners have co-located in one facility with the remaining partners having access to the delivery system within a 1.5 mile radius. All partners have access to universal MIS for registration into the One-Stop system called HireNet Hawai'i. Cost allocation/resource sharing plans ensure that partners pay a fair share of their program participant's usage of One-Stop common areas (resource center, conference rooms and reception area).

f. demonstrated understanding of and commitment to the One-Stop Job Center strategy of seamless service, and track record of achieving desired outcomes in the past:

All partners' possess a fundamental understanding of each partner's core services in order to provide the customer with information and provide clients with access to a seamless delivery of services during an initial assessment. Direct referral from all partners to the One-Stop Job Center is accomplished via the Customer Needs Form (CNF). Understanding of this process and utilizing HireNet Hawai'i allows each partner to readily serve customers at all sites.

3. Describe how LWIB expectations of One-Stop operators are conveyed and evaluated, including how feedback is provided. At minimum, the expectations should cover implementation of demand-driven concepts, incorporating non-traditional resources, integration with counselors at affiliated agencies, outreach to underrepresented* groups, and outreach to incumbent workers.

Expectations of the LWIB are conveyed at monthly Executive Committee and BIWC meetings and at quarterly general membership meetings. At the same meetings feedback is communicated through reports submitted in writing and orally.

4. Describe how the workforce development needs described in response to Section II of these Instructions will be met. [Ref: WIA Reg. 661.350(a)(1)]

In Section II, the LWIB defined current and projected employment opportunities, job skills necessary and the demographics of the projected labor pool. Workforce development needs of this labor market will be met by the coordinated development of the following:

* Underrepresented groups include people with disabilities, Temporary Assistance for Needy Families ("TANF") clients, immigrants, out-of-school youth, older workers and retirees, and people with substance abuse and ex-offender backgrounds.

- Conduct job fairs
- Conduct employer forums
- Conduct construction apprenticeship expositions
- Expand internship and mentoring opportunities for youth
- Expand and include work readiness training capacities in all schools
- Establish a certificated work readiness course
- Increase educational and training opportunities for the under utilized and under served populations

5. Describe how innovative, demand-driven business services will be incorporated at the One-Stop Job Centers. How will you learn business needs and attract increased job postings? How can WDC help?

The use of Reed Act funding would allow the LWIB to establish business service representatives at the One-Stop. This source of funds would also allow the LWIB to establish a business service center that would provide local businesses a place to hold meetings, do research and get information on filling positions and or provide training to staff, do marketing activities to promote their businesses, etc. The LWIB can learn about business needs and attract increased job postings through employer forums and coordinating employer presentations to BIWC partners and agencies. Convening joint meetings with industry leaders and education officials would also be a good way to get information and promote the One-Stop services. The Workforce Development Council (WDC) could assist by subsidizing the cost of marketing brochures, media, publications etc.

6. Describe how the One-Stop system will ensure universal access to the mandatory core services. [Ref: WIA Section 134(d)(2)]

Upon entry to any One-Stop Center, customers are briefly assessed by a Wagner-Peyser counselor and directed to various universal services or provided information including: orientation to all levels of One-Stop Services, job search and placement, labor market information, assessment of skills, abilities and aptitudes, and career counseling. Additional core services will be provided by mandated partners and will be described in the MOUs between the partner and the LWIB.

All customers will have access to a full array of self directed services available in the resource area. Individualized job searches, employment preparation, resume writing, labor market queries, and interest inventories are available with little or no intervention from One-Stop partner staff. Customers are registered when One-Stop staff provides assistance beyond general information. Records are retained for tracking purposes and possible referrals to future intensive services.

7. Describe the intensive services that will be provided through the One-Stop system, including the service delivery method. [Ref: WIA Section 134(d)(3)]

Intensive training services are currently limited to activities delivered under the Wagner Peyser Act which include but is not limited to testing, workshops, employment projection seminars, pre-employment services, in-depth interviews, employability plans, individual and group counseling, and case management. Additional intensive services can be provided by mandated partners and will be described in the MOU between the partners and the LWIB.

Most of these intensive services will be provided in the training and conference rooms at the One-Stop-Centers. One-Stop partners will be primary facilitators of the mentioned activities. When appropriate, intensive services will also be conducted at various One-Stop Partner sites or community centers. Outside presenters will also be utilized if necessary. Costs, if any, associated with outside facilitators are shared proportionately by the benefiting agencies.

Case managers from the One-Stop Center will begin tracking customers once an individual service plan is developed. Customers are registered and services tracked during participation in staff-assisted core services but are not actively case managed until an individual's service plan(s) are executed. Once determination is made that an individual needs, and is eligible for, training services, the list of eligible vendors is shared and the Individual Training Accounts are introduced.

8. Describe policies, if any, to restrict training funds for uses the LWIB has identified as a Local Area priority; e.g., a) direct a certain percentage of training funds to high demand, economically vital, and/or targeted skills and occupations, or b) give priority to training for jobs that pay at least a self-sufficiency wage.

85% priority of service is given to those economically disadvantaged Adults in the local area. 15% may not be economically disadvantaged and may be targeted for specific industries deemed in "high demand" by our LWIB. It is encouraged that only participants who have successfully obtained employment with wages exceeding the 200% Federal Poverty Guidelines be exited from the program. Ideally, wages at approximately \$39,000.00 per annum are sought for all program participants. (Economists have identified this as self-sufficient wages for Hawai'i County.)

9. Describe the training services that will be provided through the One-Stop system, including the LWIB's:

When comprehensive assessments determine a participant's need for training and the participant is deemed eligible for training services. The list of eligible

training vendors is at this point shared and the Individual Training accounts are introduced. Training includes, but is not limited to On-the-Job Training (OJT), occupational skill and career training, skill upgrading and entrepreneurial training.

OJT contracts are agreements between the State and the local area employers who are willing to hire program participants. Employers agree to provide on the job training and the State agrees to reimburse the employer for ½ of the participant's wages while they are employed. The employer also agrees that if a participant successfully completes the training program, they will be offered permanent, unsubsidized employment. The length of training is determined by the complexity of the occupation and need for training as determined by the Dictionary of Occupational Titles (DOT).

10. Describe the local Individual Training Account (“ITA”) system, including:

The Individual Training Account (ITA) system will utilize electronic technology coupled with a voucher system to finance training services for eligible adults and dislocated worker within the One-Stop system. The design and delivery of the training services offered by the Hawai'i County One-Stop system are predicated on informed customer choice. The following local and state policies will be executed to maximize customer choice in the delivery of services:

- WIA funds spent for training of adult and dislocated workers will be provided through the ITA system.
- The LWIB, in conjunction with the State, will manage a list of training provider/programs that are eligible to provide training for ITA customer usage.
- A system of consumer information or consumer reports relating to the performance of training provider/programs will be accessible to all customers to ensure those training decisions are predicated on informed customer choice.

Limitations: Limitation on the amount of the ITA's will be based on the needs identified in the Individual Employment Plan. The LWIB has established an ITA ceiling amount not to exceed \$2,500.00 per year, no more than \$5,000.00 per two years. These ceiling amounts apply to registration and tuition fees only and do not apply to textbooks, uniforms, supplies, exams, etc. The Adult and Dislocated Worker Program Operators may, after approval and notification of the LWIB, lower this amount based on the availability of funds. Waivers, citing a justification, must accompany requests that exceed the ceiling amounts set. The LWIB's Oversight Sub-Committee will review all approvals and denials on a quarterly basis.

Procedures for payment to vendors: The LWIB has recognized the need to provide expedient payment to vendors who will be providing services.

Upon completion of the first full day training services, vendors will submit a billing on appropriate forms provided by the One-Stop Career system. The site supervisor will sign off and requisitions are forwarded to the State Department of Labor & Industrial Relations. Purchase orders will be forwarded to the vendors requesting payment. Once actual invoices are received from participating vendors, payment will be made. Monthly and quarterly reports are submitted to the Hawai'i County Office of Housing and Community Development (OHCD), the designated representative for the Grant Recipient.

Tracking of Payments: The tracking of payments will be the responsibility of the One-Stop Site Supervisor and the Case Managers in conjunction with the designated fiscal agent. Specific dollar amounts utilizing the ACCESS tracking system will identify when the ceiling is nearing and/or when it has been exceeded.

Procedures for how a customer will be able to complete training planned if the applicable training program is removed from the list of eligible training providers before that customer completes training: The Program operator will immediately determine suitable and available training opportunities provided by One-Stop mandated partners as well as secondary and tertiary partners. Note: The Hawai'i Community College's Rural Development Project has agreed to subsidize WIA when under the auspices of the Hawai'i Community College.

11. Identify all partners of the One-Stop system.

The following organizations are partners in the current Career Center system for the County of Hawai'i:

1. Vocational Rehabilitation and Services for the Blind Division (VRSBD)
2. Unemployment Insurance
3. Workforce Development Division (Wagner-Peyser Programs, TAA, Veteran Services)
4. Alu Like, Inc.
5. Senior Training and Employment Program
6. HCEOC (Community Block Grant, Head Start, Economic Development, Transportation)
7. Hilo Community Schools for Adults
8. Office of Housing and Community Development – Section 8 Program
9. Maui Economic Opportunity, Inc.
10. Hawai'i Community College
11. Department of Human Services - Welfare-to-Work (Formula and Competitive Grants)

- 12. Provide a copy of the Memorandum(s) of Understanding (“MOU”) as described in WIA Section 121(c) between the LWIB and each of the One-Stop partners. [Ref: WIA Reg. 661.350(a)(3)(ii)] Each MOU must delineate:**

Please see Appendix C for copies of current MOUs.

- 13. Describe how Reed Act funds are being used to improve the One-Stop system. Include how initiatives that are supported by Reed Act funds will become self-sustaining.**

Please see Appendix F for a complete copy of the LWIB’s Reed Act Plan.

- 14. Describe the LWIB’s coordination with the following entities, if they are not partners in the county’s One-Stop system:**

Community agencies, not mandate partners under WIA, are networked via various key community partnerships and our established Mayor’s Task Force.

Community partnerships including Judiciary, Corrections, Probation, private sector, faith-based organizations, Native Hawaiian Programs, are included in our Going Home Initiative (a community partnership that transitions the incarcerated reintegrating into the community)

Our Mayor’s Task Force integrates workforce issues with transportation and housing. Participating agencies include: Housing, Mass Transit Agency, Research & Development, Planning Department, Hawai’i Community College’s Rural Development Project, and post –secondary educational institutions, foster care, TANF, DOE, private sector, government and community leaders.

- 15. Describe how the particular workforce development needs of the following groups will be met, ensuring accessibility, nondiscrimination and equal opportunity, and consistency of service across the county: [Ref: WIA Reg. 661.350(a)(1)]**

Operation Mainstream, a major initiative of the LWIB and BIWC, targets under-utilized populations and provides these services: outreach, intake, counseling, placement, testing, training, support, services, and follow-up. Desired outcomes include: enhance employability levels of these populations to meet the demands of business and ensure that all target groups have equal access to all applicable services.

The One-Stop Operator (OHCD) and WDD Hawai’i Branch Manager will jointly ensure consistency of services to all target populations. All participants are afforded a grievance procedure centralized through the Workforce Development System.

a. *dislocated workers:*

Although unemployment rates have dropped over the past year, sporadic layoffs have occurred with this particular target. Returning to their similar occupations is often unlikely, as these jobs have become obsolete. A significant number of dislocated workers has low basic skills and/or are immigrants with limited command of the English language. This need is coupled with the need to have occupational skills training in a new occupation. Through a consortium of training providers, ITAs for tailored modules will be available to address these needs.

b. *displaced homemakers:*

This underutilized group usually re-enters the labor market with limited skills and low self-esteem. Intensive services such as workshops and self-esteem building sessions will be available to this population.

c. *low-income individuals such as migrants and seasonal farm workers:*

These individuals are identified via our One-Stop system's Wagner-Peyser staff. Companies employing this target group have been notified about available training programs and are encouraged to call the One-Stop Centers around the county. Their specific needs include: English as a Second Language skills, basic literacy and specific occupational skills. In most cases, however, many of these seasonal farm workers prefer to return to their respective companies for the next season.

d. *public assistance recipients:*

Co-located at our One-Stop facility are programs such as the Supporting Employment Empowerment (SEE) program and First-to-Work through the Department of Human Services. These programs address the multiple needs of this population providing work experience opportunities and supportive services.

e. *women:*

For several years, this County has made conscious efforts in advocating parity between genders. In particular, current employment and training programs advocate non-traditional employment for women. Statistical goals will continue to be placed on program operators to ensure that this equity is reached.

f. *minorities:*

Although our workforce does not consist of a majority, a few ethnic groups are under represented in several occupations. The primary reason is the basic skills deficiencies of immigrants in these ethnic groups. Specialized modules will be designed to address the basic skills, acculturation, and English, as a Second Language needs.

g. individuals training for non-traditional employment:

In addition to comments in “e” of this section, non-traditional employment for males will be promoted via our One-Stop Centers island-wide.

h. veterans:

Many veterans suffer from chronic disorders that affect their employability. Veteran staffs in the One-Stop system have the expertise and the resources to provide direct training and employment services as well as case management services as they undertake a series of employment preparation workshops. Needs of this population include, but not limited to: referral and counseling services, One-Stop intensive services, occupational skills training, and job development and job referral services.

i. individuals with multiple barriers to employment (including older individuals, people with limited English-speaking ability, people with disabilities):

Needs for these target populations usually centers around their unfamiliarity of the current labor market, specific job requirements, and the English language. Intensive counseling and individualized tutorial services will be an integral part of our strategy.

k. people with disabilities:

Establishment of a disability consortium made up of local disability agencies with the intent to provide employer information and education, hiring and retention strategies, etc., through forums and workshops/sessions, understanding each agency’s goals and objectives to better serve this target population. A Disability Program Navigator (DPN) is assigned to the One-Stop and acts as a resource person to staff on disability etiquette, reasonable accommodations and access to both the one-stop and appropriate partner services.

16. Describe the process for providing priority to public assistance and low-income individuals for intensive and training services when adult program funds are limited. [Ref: WIA Reg. 661.350(a)(11)] What priority is given to veterans? What priority, if any, is given to underrepresented groups? What priority, if any, is given to employed people who earn below the self-sufficiency level?

Since funding is generally limited, a system is established to give priority to public assistance recipients and low-income individuals for adult intensive and training services. Low-income individuals are defined as individuals who are economically disadvantaged because their income, in relation to their family size does not exceed the poverty level or 70% of the lower living standard income level. In accordance with WIA Bulletin No. 07-05, which establishes priority for veterans under the Jobs for Veterans Act, priority is further applied as follows:

“Persons who meet both the veterans’ priority and the targeting provision above have the highest priority for participation. Non-veterans who meet the targeting provision have the next highest priority. Veterans who do not meet the targeting provision have the third highest priority. Persons who are not veterans and who do not meet the targeting provision have the lowest priority.”

17. Describe how the LWIB will coordinate local activities with statewide rapid response activities. [Ref: WIA Reg. 661.350(a)(6)]

As the principal One-Stop Partner, WDD’s Wagner Peyser staff coordinates the statewide and local rapid response activities for companies scheduled for shutdowns. Upon receiving a written notice from the affected company, local staff initiates contact with the employer to immediately arrange an orientation for staff and management. Through the general oversight of the LWIB, WDD, the Unemployment Insurance Division, and the One-Stop the appropriate One-Stop partners conduct joint orientation and enrollment sessions for affected workers on the employer’s site at the earliest convenience. Those eligible and interested in program services are referred to the respective One-Stop partners are immediately provided the appropriate core services followed by intensive and training services as necessary. Our LWIB will ensure that gains on re-employment, re-entry wage rates, and retention rates are all measurable and quantifiable.

18. Describe the county’s strategy for providing reemployment services to UI claimants most likely to exhaust benefits.

The Worker Profiling Program serves as a gateway to more intensive and training services for this population. Identified by the Unemployment Insurance Office, the targeted long-term employment insurance claimant and those most likely to exhaust benefits before returning to work are provided an array of readjustment and intensive services at the local One-Stop Center.

Personal Reemployment Accounts (PRA) provides incentive with reemployment bonuses based on entering employment and retention. Funds are used for training, education and supportive services to help with the customer’s job search activities. The customer is afforded the opportunity to navigate his/her job seeking efforts.

19. Describe the competitive process that the LWIB uses to award grants and contracts for intensive services that are not provided by the One-Stop Job Centers.

Due to extensive networks, community partnerships established and in progress, there is a wealth of intensive services and activities available to eligible participants. If applicable, services are available through its

mandated, secondary, or tertiary partners, appropriate services are secured at little or no cost that is usually absorbed through the resources of the Adult, Dislocated Worker and/or Wagner-Peyser Programs all co-located in our Big Island Workplace Connection. Should a need be determined in the future, the County is prepared to conduct a competitive Request for Proposal bidding process.

20. *Describe past activities and current plans to support the introduction and embedding of continuous improvement concepts into your One-Stop and training programs.*

The LWIB has created a Program Oversight Sub-committee who is tasked with the job of reviewing, developing and making recommendations on performance outcomes for One-Stop operations, Adult and Dislocated Worker Programs and Eligible Training Providers. This committee meets quarterly and reports back to the LWIB on a quarterly basis. A member of this committee also attends BIWC meetings to communicate guidelines and goals, and gets feedback from the consortium. It is through this committee that the LWIB ensures continuous improvement concepts into the One-Stop and training programs.

21. *Describe any other policies regarding your One-Stop and training programs.*

There are no other policies that are adhered to by the LWIB except those set forth in the WIA State Plan, which are reviewed and used as guidelines by the LWIB.

V. YOUTH SERVICES

Please prepare a comprehensive Youth Services Plan, addressing the needs of both youth-in-need and all other youth, covering areas of education, vocation, and support services, the concept of continuous improvement.

Youth Council Vision: The Hawai`i County Youth Council's strategic vision reflects a comprehensive approach connecting the youth most at risk, with quality secondary and post-secondary educational opportunities, as well as employment opportunities in high growth industries.

The current RFP requires potential service providers to submit plans for service delivery to priority target groups. Plans also need to address how they will collaborate and partner with educational, employment, and economic development entities.

Youth Council Approach: The Youth council will serve as a catalyst for bringing together education, employment, and economic development opportunities for youth.

Youth Council members take active leadership roles in other youth organizations such as the Business-Education Partnership Council which shares and addresses similar youth issues and objectives. Efforts to serve the youth will be enhanced and accomplishments shared.

Program Design: The Hawai`i County WIA Youth Services Program objective will place emphasis on serving In-School, Out-of-School and At-Risk Youth. The focus is to serve the neediest youth, with priority given to out of school, high school dropouts, runaway and homeless youth, youth in and aging out of foster care, court involved youth, children of incarcerated parents, and migrant youth.

An eleventh program element, Financial Literacy Training, will be added to complement other life skills training.

Program Approach: The program will focus on easy access to alternative education opportunities and meet the demands of businesses. The program will focus on instilling life-long learning to prepare youths in becoming good workers, good family and community members.

The partnership between Hawai`i Community College, Hilo Community School for Adults, Department of Education, Workforce Development Division (Big Island Workplace Connection), and service providers will expand services to the youth program participants. It will include the development of Youth Empowerment Conferences and a website, implementation of NovaNet and the Huiana Internship program and utilization of the HireNet Hawai`i, a management information system.

The implementation of NovaNET in various schools will provide youth dropouts with: credit recovery; improve basic skills in math and literacy; and course work preparation for GED testing.

The web page will provide youths with a directory of service providers and links to other employment related services. It will be youth driven, with oversight provided by the services providers and the Youth Council.

Internships with various employers will be developed and made available to the youth.

1. Describe the responsibilities the LWIB has delegated to the Youth Council. Provide a roster of your current Youth Council. [Ref: WIA Reg. 664.110]

The Local Board in cooperation with the Mayor appoints the Youth Council. The Youth Council will facilitate the development of collaborative initiatives and foster the creative use and leveraging of the full range of resources available in the community.

Please refer to Appendix D to find the list of current Youth Council members.

The Hawai'i County Workforce Investment Board has developed the following policy for the Youth Council:

- The Youth Council is a subcommittee of the Workforce Investment Board
- In order to allow for the easy flow of information for voting and concurrence items and to insure the stability of the Council, the Youth Council chair shall be a member, in good standing, of the Workforce Investment Board. The vice chair may be selected from the general membership of the youth council and need not be a part of the LWIB.
- The Youth Council shall be responsible for developing and writing the Youth Services section of the Five Year Local Plan, including the identification of target groups, setting priorities and time lines, identifying services and strategies for in and out of school youth.
- The Youth Council shall be responsible for developing, and advertising the RFP for the Youth Training and Employment Services
- The Youth Council will have total authority of selection of Youth Service Providers and the allocation of funds to those providers
- The Youth Council shall act in conjunction with the WIB as an oversight committee for youth service providers, and shall recommend changes, including extraction of funds, contract modifications, contract augmentations and contract extensions.

2. Define how the LWIB documents that a youth is “deficient in basic literacy skills.” [Ref: WIA Reg. 664.205]

The LWIB documents a youth as deficient in basic literacy skill through the Service Providers. Documents that define a youth deficient in basic literacy skills are kept in each clients file. The CASAS or TABE test is the assessment tool recognized by the LWIB for service providers to use to define youth deficient in basic literacy skills. Any youth’s reading or math score below the 8th grade level defines a youth as deficient in basic literacy skills in Hawai`i County.

3. Define “requires additional assistance to complete an educational program or to secure and hold employment.” [Ref: WIA Reg. 664.200(c)(6)]

Any deficiency in the “soft skills” areas will determine a youth may need additional assistance to complete an educational program or secure and/hold employment. These soft skills may include but are not limited to areas such as learning styles, cultural acclimation or social skills, social or health issues that require medical attention and or counseling, (including homelessness or being at risk for becoming homeless), lack of awareness of adult behaviors (youth subculture) lacking in vocational preparation that may require job coaching.

These soft skill deficiencies will be documented on the Individual Service Plan through observation, oral interview with the youth or parent, and school counselor or social worker data. Also, barriers to employment such as housing, transportation and drugs will require additional assistance.

4. Identify the serious barriers to employment (eighth eligibility criterion for youth who are not low income), which will qualify up to 5% of youth who are not low-income individuals. [Ref: WIA Reg. 664.220(h)]

Issues related to transportation, housing, drug abuse, pregnant and/or parenting youth and geographic location are identified as serious barriers to employment for all youth. Soft skills and poor job preparation are also considered as barriers. Youth who fall in these categories will be considered to qualify under the eighth eligibility criterion.

5. Describe and assess the type and availability of youth activities in the county. [Ref: WIA Reg. 661.350(a)(7)]

There are a number of initiatives taking place to service the youth in Hawai`i County. In the rural communities from Hamakua to Waimea there are over 30 youth agencies working with leadership development and self-determination of our youth. In West and East Hawai`i over 80 youth providers are listed as providing some kind of youth service. Newer, grass-roots groups advocating

self-empowerment and leadership development of our youth have joined the long-standing youth organizations.

An overriding theme behind many of these local youth groups is the desire to recognize the cultural diversity of our local area. In recent years, Hawai'i Island has seen an influence of many cultures to include: Micronesians, Marshalees and Mexicans.

Overall, there are numerous, very positive, self-sustaining activities taking place on the Big Island. The challenge is to identify these local initiatives and communicate and share these resources to all youth in the respective regions.

The Youth Council has identified current and proposed youth program activities and made program and policy recommendations. Through selected service providers and in collaboration with agencies listed in section IV.11 on page 22, these elements are being offered to the youth.

1. Preparation for postsecondary educational opportunities
 2. Strong linkages between academic and occupational learning
 3. Preparation for unsubsidized employment opportunities
 4. Effective linkages with intermediaries with strong employer connections
 5. Alternative secondary school services
 6. Summer employment opportunities
 7. Paid and unpaid work experience
 8. Occupational skill training
 9. Leadership development opportunities
 10. Comprehensive guidance and counseling
 11. Mentorship programs
 12. Supportive services
 13. Follow-up services
 14. Financial Literacy Training
- 6. Describe how local agencies cooperate to provide youth with needed services on a seamless, continual basis throughout the individual's developmental years. Describe planned innovations in the collaborative delivery of services to youth. Does the Local Area give extra points to proposals from coalitions of providers using collaborative strategies to provide youth services? Does the Local Area use contract negotiations to cement collaborative ties between agencies? Describe improvements in the collaborative delivery of services to youth in the past five years.**

To encourage coordination of comprehensive services, the Youth Council will include representatives from the foster care system, traditional and non-traditional educational facilities, the juvenile justice system, Alu Like, Job Corps, and the Welfare system through local agencies. With the inception of welfare reform, it has become imperative that divergent agencies join together

to form committees to strategically plan and implement the Welfare Reform policies in Hawai'i County. These agencies are also members of the Youth Council. The Youth Council will continue to receive community input from the variety of youth programs.

A particular focus of the youth programs will be with adjudicated youth. The Judiciary, Prosecutors Office, and Police Department will be an integral part of this strategy. Leadership development, mentors, and community service alternatives will be made available both as preventive measures as well as sentencing options for the Courts. Up to ten (10) percent of the out-of-school participants will be enrolled in this component.

The Youth Council will continue to coordinate and collaborate services with other youth programs including Alu Like, Boy and Girls Clubs, YMCA, YWCA, 4-H, Salvation Army Intervention Services, and Division of Vocational Rehabilitation and Services for the Blind. The Youth Council will also be seeking policy recommendations from these members and community partners.

The Youth Council will develop a comprehensive array of services by strengthening the current links between service providers and expanding the links of resources for our youth throughout the community. The Youth Council will promote the involvement of parents, private enterprise, civic organizations, and youth organizations to join the community partners from government. Throughout the development of these links, the Youth Council will facilitate a multi disciplinary, community-wide, collaborative approach to support youth in transition to the workforce and continued education and training.

Local agencies will continue to cooperate with and refer youth clients to the service providers who develop and house programs such as youth system building, NovaNET and summer employment. The service providers will continue to implement collaborative delivery of services to the program eligible clientele. Service providers have forged collaborative ties with other agencies on a voluntary basis. Increased involvement of the One-Stop Partners in addition to the continued efforts of the service providers to develop and implement youth programs will help to ensure continued improvements in the collaborative delivery of services to the youth.

Requests for Proposals will be issued for youth services that include strong private sector connectivity, leadership, mentorship, community service and peer modeling. Local, state and nationally renowned role models and exemplary youth programs will be sought to augment services to our youth. The current RFP strongly encourages collaboration with other agencies and the standard rating of proposals awards points for this collaboration.

7. Describe how Reed Act funds are being used for youth. Include how initiatives that are supported by Reed Act funds will become self-sustaining.

Reed Act funds are being used to support two initiatives for the Youth. The Huiana Internship Program promotes internship opportunities for with island employers, focusing on job placement activities, delivery of job readiness curriculum and coordinating mentoring program for employers, youth and instructors. This type of work based learning reinforces academic lessons, brings relevance to classroom learning and exposes students to the reality of the work environment. The Hawai'i Island Workforce and Economic Development Ohana, Inc. (HIWEDO), is collaborating with the LWIB to seek necessary funding to sustain and expand efforts of the Huiana Internship Initiative. HIWEDO will also explore assigning a permanent FTE to coordinate with the DOE and island businesses.

One of the biggest issue/barrier for the youth in Hawai'i County is the lack of transportation to access programs targeted for them. The LWIB will coordinate the purchase of transportation services. This will serve to provide island-wide transportation services for the youth from the schools and other public locations to internship job sites (Huiana Internship Program), and other youth employment and workforce labor exchange/information services delivery locations. The LWIB will purchase transportation services through an agreement with transportation service vendors, obligating use of transportation services no longer than the expenditure period allowed in the by law.

8. Describe the process that the LWIB uses to provide effective youth services and meet performance outcomes.

An assessment team is selected by the Youth Council to monitor and evaluate the quality of services, assess performance outcomes and customer satisfaction of the youth services providers. Further quality assurance of program activities is conducted by the OHCD via quarterly eligibility reviews and performance monitoring. Youth Council meetings are held on a monthly basis at which services providers are required to submit oral and written reports describing program activities. The Youth Council has utilized the WIA Youth Monthly Performance Reports required by the State, as an interim assessment tool of performance outcomes. The HireNet Hawaii also has predictive reports, which we are currently learning how to utilize a means for interim monitoring of performance.

9. Separately describe the activities of the LWIB's comprehensive plan for a) in-school youth and b) out-of-school youth. Describe how each of the activities will be accomplished. Describe the year-round program, including the summer component. Describe how any coordination occurs with the agencies listed at IV.11.

The WIA Youth Program in Hawai'i County is designed to provide a comprehensive employment and training program to Out-of-School younger youth ages 14-18 and older youth ages 19-21 and In-School at-risk younger youth who are low income and are facing serious barriers to academic achievements and employment. Priority is given to program eligible youth who are most in need of services, such as youth at-risk for academic failure or dropping out, runaway and homeless youth, youth in foster care (especially youth who are aging out of foster care), adjudicated youth, youth whose parents are incarcerated, and migrant youth.

The Out-of-School Younger Youth program focuses on skills attainment (basic, work readiness, occupational), attainment of a high school diploma or equivalent, and placement and retention in post-secondary education or advanced training, jobs, military service, or apprenticeships. The Out-of-School Older Youth program focuses on entered employment, employment retention, and increase in average employment earnings. An additional goal for Older Youths is to obtain a credential such as a high school diploma, GED or equivalent, college degree, or industry-recognized certification.

The In-School Youth Program is designed to provide opportunities for participants to gain study skills and basic skills necessary to succeed in their traditional academic environment; as well as life skills necessary to make personal choices and decisions as they relate to career path opportunities in education and employment

Hawai'i County service providers will deliver quality youth services with comprehensive guidance and counseling. Comprehensive guidance, counseling and comprehensive services are based on individual assessment. Our services for youth have been directed by individual needs. Using standardized assessment tools and structured interviews an individual service plan is developed for every youth served. Where appropriate, a recent assessment of the participant is incorporated into the current objective assessment. This assessment may have been done by the local high school, community college, or other counseling service. The assessment addresses all of the areas outlined in the act.

The findings of the assessment are used to develop a service plan. The youth is intimately involved in this process. Each youth's individual talents, circumstances, needs and goals are the driving force in the development of their service plan. Where appropriate, a previous, relevant service plan may be incorporated into the current plan. This plan is adaptive, and changes with the growth of the individual. As the youth progresses through the program the plan is adjusted to reflect the changing needs of the individual. When needed services are not directly available through the program serving the youth, referrals are made to other organizations that can help.

One-Stop System:

Connections between the One-Stop system and youth service providers facilitate the coordination and provision of youth activities, connections to intermediaries with links to the job market and employers, and access to information about WIA youth programs and other youth service providers. Services consist of intake, objective assessment, individual service strategy development, and information and referrals to appropriate training providers.

Eleven Program Elements:

The Eleven program elements are grouped around 4 major themes:

1. *Improving educational achievement:* Tutoring, study skills training and instruction leading to secondary school completion, including dropout prevention strategies
2. *Preparing for and succeeding in employment:* Summer employment opportunities; Paid and unpaid work experience; Occupational skills training; and Financial literacy training
3. *Supporting youth:* Supportive services; Mentoring; Follow-up services; and Comprehensive guidance and counseling
4. *Offering services intended to develop the potential of young people as citizens and leaders:* Leadership development opportunities.

The Youth Council determines the extent to which the eleven program elements are available and/or already being provided in the local area through a combination of resource mapping, competitive selection of providers, or through community partnerships. On-going relations are established with providers of non-WIA funded activities either through case management, MOUs or other means.

10. Describe how the LWIB will ensure that 40% of total youth funds will be directed to out-of-school youth.

The LWIB has designated 60% of the total youth funds, and not less than 40% towards the Out-of- School youth program and will re-assess this designation each year based on current needs of the youth in our local area. The RFP will also communicate the LWIB's designation to all providers who wish to submit proposals.

11. Describe the youth program(s)' connections to the county One-Stop system.

The LWIB uses the Hawai'i County One-Stop Career Center service delivery mechanism to effectively connect workforce services available in the local areas. The LWIB encourages youth to utilize the One-Stop Centers to navigate their way into the world of employment. Such strategies for the Hawai'i County One-Stop Career Center System include:

- Support existing youth infrastructure to modify or augment youth services that are consistent with WIA
- Provide services to youth based upon their individual needs assessment
- Provide additional support for youth to stay in school through intensive services
- Provide tutoring and mentoring services through the One-Stop system
- Provide intensive services to Out-of-School youth ages 16- 21
- Provide Career Awareness and Labor Market Information
- Connect youth to the community college through workshops and seminars for the youth and their parents
- Connect youth to other postsecondary education and training opportunities through on-site seminars for youth and parents to better access the educational and vocational system
- Conduct outreach efforts island wide by utilizing the radio and other youth media and other methods to recruit the Out-of- School youth
- Collaborate with partner agencies such as WIC, DVR, and DHS to identify and deliver better services to Out-of-School youth
- Establish linkages with middle schools and high schools, community-based youth organizations and school-to-work systems
- Provide a means for youth development in the areas of leadership and citizenship
- Provide an environment where youth can participate in “occupational exploration” so as to determine interest and provide guidance with better program selection
- Provide youth with a safe environment to access and discuss barriers to employment with a caring adult or mentor
- Provide workshops on resume preparation, applications, and interviewing techniques
- Collaborate with existing resources to provide Out-of-School youth the opportunity to pursue GED or CBHSD.
- Connect youth from other countries with appropriate ESL (English as a Second Language) programs and assistance
- Facilitate support groups for young adults who have special needs (i.e. Teen Parents, Youth with Disabilities etc.)
- Provide youth with access to health services as related to employment

- Develop a “life skills” curriculum that can be implemented in modules that youth can access regularly
- Provide information regarding work permits and child labor laws
- Coordinate summer youth services for youth 14-21 years of age
- Coordinate internships year round for in school and out of school youth

12. Describe the LWIB’s workforce-related prevention strategy towards lessening school dropout rates.

The LWIB’s support and development of the following initiatives is part of the LWIB’s strategy towards lessening school dropout rates.

The Huiana Internship Program, allows students to make up or achieve credits towards a high school diploma replacing a paid internship. Employment Service Specialists provide training to school teachers and administrators to teach students Employment and Job Readiness skills through train-the-trainer programs. Certificates signed by the Mayor, LWIB Chairman and Youth Council Chair will be presented to those who complete the training. The 1stop4youths.com website will provide resources for all youths and can be accessed at anytime. Access to Nova Net provides options for credit recovery at various sites to attain a diploma.

The LWIB will also collaborate with agencies such as Alu Like, Salvation Army and HCEOC who run drop out prevention programs.

13. Describe the LWIB’s strategy for providing youth participants with a broad spectrum of employment experiences to help shape career paths.

The selection of the current youth providers was based on the proposals submitted which included activities such as: paid work experience and summer employment programs and the provider’s willingness to participate in the Huiana Internship Program.

14. Describe the LWIB’s strategy for providing youth participants access to career, employment, and labor market information.

The LWIB will conduct and support job fairs, youth forums, career fairs, a youth resources web page, and internships in addition to promoting the services of the One-Stop Center.

15. Describe past activities and current plans to support the introduction and embedding of continuous improvement concepts into your youth program.

Through quarterly monitoring and yearly assessments conducted by the OHCD and the Youth Council's Assessment Team, weaknesses in the system can be assessed and assistance if necessary will be provided. Monthly reports submitted at Youth Council meetings will require corrective action plans to address these areas.

Services providers are asked to submit best practices and success stories which will be compiled to showcase the strengths of the program. Dialog for input and feedback will encourage continued success. The Youth Council will work the service providers to define needs and challenges and access the ability to meet the needs and challenges.

16. Describe any other policies regarding your youth program. For example, a local area might target 30% turnover in participants each year; or decide to spend 100% of youth funds on out-of-school youth.

There are no other policies other than previously described.

VI. OTHER SERVICES

1. ***Describe steps you will take to encourage participants to seek further training to prepare them for higher paying jobs; e.g., place in higher education or apprenticeship.***

The LWIB will take the following steps:

- Encourage post-secondary institutions to increase enrollment and encourage BIWC partners to engage participants in post-secondary activities.
 - Encourage workers through employers to utilize One-Stop Resource Center.
 - Publicize apprenticeship programs *i.e.* construction exposition.
2. ***Describe how faith-based and community-based organizations will be included in your workforce investment system.***
 - Through the Community Alliance Partners the LWIB will continue support to Faith Against Drugs, Under His Wings, Office of Social Ministries, and other faith-based organizations.
 - Through the Pahoia Weed & Seed initiative, continue support and collaboration with the Puna Roundtable (20 social service agencies)
 - Continue work with the Mayor's Task Force, Going Home initiative and the community-based organizations that support the ex-offender reintegration program.
 3. ***Describe current and planned policies and practices, not described elsewhere, to support your goals in Section I, especially regarding:***
 - a. ***economic development:*** The LWIB will address their goals for economic development through the work of its' Planning Sub-committee. This group, as appointed by the LWIB Chair, will review, develop and make recommendations for the boards strategic plans, workforce and economic development issues such as employer needs and labor market trends, forums for business and training education providers, pilots projects and education and training capacity.
 - b. ***worker supply:*** Act 123, which was signed into law on June 4, 2007 appropriates funds from the unemployment trust fund (Reed Act funds) for fiscal years 2006-2008 to each of the LWIBs to carry out specific activities under the federal Wagner-Peyser program. The Reed Act Plan, (Appendix F) submitted to the state by the HCWIB, defines how it will support this goal
 - c. ***education:*** See response to 3b.

d. *other local priorities*: See response to 3b.

4. Describe your other services, activities and projects not described elsewhere in this plan.

- Support initiatives that promote and support interim and transitional housing for the at-risk populations.
- Development of a consortium of agencies to educate employers and promote the under utilized workforce population of persons with disabilities.
- Collaborate to address the local area's healthcare issues.

VII. PERFORMANCE GOALS AND LEVELS

The performance levels for the State apply to all the Local Areas. Insert the sheet below into your plan. [Ref: WIA Reg. 661.350(a)(4)]

Hawai'i's Negotiated Performance Levels, PY 07 and PY 08

WIA		PY 2007	PY 2008
ADULT	Entered Employment Rate	78.0%	79.0%
	Employment Retention Rate	84.0%	85.0%
	Employment and Credential Rate	61.0%	62.0%
	Average Six Months Earnings	\$10,500	\$10,800
DISLOCATED WORKER	Entered Employment Rate	78.0%	79.0%
	Employment Retention Rate	85.0%	86.0%
	Employment and Credential Rate	65.5%	66.0%
	Average Six Months Earnings	\$13,500	\$14,000
OLDER YOUTH	Entered Employment Rate	72.0%	73.0%
	Employment Retention Rate	80.0%	80.5%
	Credential Rate	68.0%	69.0%
	Earnings Change	\$3,200	\$3,300
YOUNGER YOUTH	Skill Attainment Rate	70.0%	70.5%
	Diploma or Equivalent Rate	42.0%	44.0%
	Retention Rate	50.0%	51.0%
CUSTOMER SATISFACTION	Participants	82.0%	82.0%
	Employers	72.0%	72.0%
WAGNER-PEYSER	Entered Employment Rate	59.0%	60.0%
	Employment Retention Rate	81.5%	82.0%
	Average Six Months Earnings	\$12,000	\$12,276

Although Local Areas will be collecting and reporting data for the new Common Measures, there are no performance levels that must be met this program year.

1. *Provide a LWIB assessment of its Adult and Dislocated Worker WIA Performance Measures for the first five years of the WIA program, including a discussion of the LWIB's level of satisfaction with the outcomes and plans for meeting future targets. Please include the following.*

a. Description and assessment of the type and availability of adult and dislocated worker employment and training activities in the county. [Ref: WIA Reg. 661.350(a)(5)]

Adult Programs: The Workforce Development Division operates a number of adult programs island wide. An economically disadvantaged adult program is geared towards assisting adults with low skill levels and limited work experience. Workshops, employability testing, counseling, training modules, support services, work experience and on-the-job training components are all accessible to eligible individuals. Partnerships with the Department of Education, Hawai'i Community College, and the Technology Resource Institute all provide easily accessible training modules that are consistent with their employment plan.

Adults over 55 years of age are served by Hawai'i County's Senior Employment Program and the Workforce Development Division's Hilo Office. All participants must be economically disadvantaged and willing to accept part-time or full-time employment.

A number of agencies and community-based organizations serve the disadvantaged populations in particular, the welfare recipients. They include: Hawai'i County Economic Opportunity Council, Department of Human Services' First-to-Work Units, Insights to Success, and Hawai'i Island Social Ministries.

Alu Like has similar programs for part-Hawaiian participants who are economically disadvantaged. In this program, some participants are able to receive payments while attending a post secondary educational institution.

Persons with disabilities are served by or coordinated through the Division of Vocational Rehabilitation. This One-Stop partner works with a number of private, non-profit agencies that specialize in sheltered workshop environments with the eventual objective of mainstreaming their customer into the general workforce. Please note that all persons with disabilities, irrespective of their referral source or eligibility to a particular program, will be considered for all services under our One-Stop system.

The Big Island Substance Abuse Council, a private, non-profit organization that has proven its leadership in this arena, serves individuals enrolled in substance treatment programs.

An Employment & Training Fund Program affords incumbent workers the opportunity to take training courses that directly reinforce their current and future employment goals. Initiated by their employers, employees enroll in a variety of courses already pre-approved.

In sum, the types and availability of adult programs in Hawai`i County are quite expansive. Due to the multiple needs of this diverse population and limited funds available under WIA, supporting and enhancing existing services through a better coordinative approach will be a priority.

Dislocated Workers: With the initial sugar plantation closures in 1992, an Employment and Training Task Force was formed to address the myriad of needs faced by our dislocated worker population. This target group has had the opportunity to enroll in sequential, contextual learning modules that provide basic education and occupational training in a working context.

The Workforce Development Division serves this population via a formula grant allocated to local areas.

The Worker Profiling Program serves as a gateway to more intensive and training services for this population. Identified by the Unemployment Insurance Office, the targeted long-term unemployment insurance claimant is provided an array of readjustment and intensive services at the local One-Stop career centers.

The Hawai`i County Economic Opportunity Council operates employment and training programs for the disadvantaged and dislocated worker populations. In tandem with WDD Hawai`i Branch, HCEOC provides a number of on-the-job training opportunities island wide.

In addition, the Hawai`i Human Development and Network Enterprises have been assisting this population in the rural areas.

Many needing support services as accommodated through a rich network of service providers offering services such as: emergency housing, relocation, transportation, legal services, entrepreneurial consulting, emergency food, substance abuse counseling, etc.

In sum, the infrastructure to serve this dislocated worker population is very sound. Better coordination via the expanded One-Stop system will be a priority. Added emphasis will be placed on occupationally specific training that complements the demand occupations stated earlier and current economic development initiatives.

b. Assessment of the county One-Stop system's strengths and weaknesses.

The Career Center's strengths are:

- Commitment to excellence in delivery of services where every effort is made to keep the Career Centers customer focused and services streamlined and integrated.
- Strong and long-standing partnerships and collaboration that are brought together under WIA to better serve the same customer with many services
- Commitment to staff training and development so each team member has more than adequate tools and skills to serve the client, and prevent job burn out. The LWIB is committed to ensuring that program operators and staff are credentialed and certified to provide these services.
- Commitment to technology and using technology to service, track, and provide professional and updated information to both the customer and staff. Primary labor exchange and job training activities tracking will be possible state wide and locally.
- There is strong connectivity to our overall school-to-work strategy island wide. Through the Business-Education Partnership and Workforce 2000, a solid infrastructure addresses the needs of all students.
- Strong input from private sector on several tiers. Via the LWIB, Employment & Training Task Force, West Hawai`i Business Resource Council and the East Hawai`i Job Service Employer Committee, employer and job seeker input is readily available.
- Solid commitment from all our mandatory and optional partners.
- Multiple programs already under one roof: Wagner-Peyser, WIA Adult, Dislocated Worker and Youth Programs, Veteran Programs, Employment & Training Fund Program, Welfare-to-Work Formula Program, Worker Profiling, and Unemployment Insurance.

The Career Center's weaknesses are:

- Lack of funding has caused reduction of services, increased caseloads, closing of a satellite office and ability to market programs effectively to our employer and participant customer base.

c. Identify planned improvements and capacity building, including a timeline and description of how this will incorporate the LWIB's vision and goals described in Section I.

- Having Sub-Committee members prepare and present reports to the general membership
- Utilize tax-exempt status of the Hawai`i Island Workforce Economic Development Ohana, Inc. to apply for additional

funding to support employer outreach & services, labor force pool expansion, technology update, and capacity building

- Utilize Reed Act funding to enhance services to customers.

2. Provide a LWIB assessment of its Older Youth and Younger Youth WIA Performance Measures for the first five years of the WIA program, including a discussion of the LWIB's level of satisfaction with the outcomes and plans for meeting future targets. Please include the following.

In previous years, the Younger Youth Skill Attainment was an area of concern. The LWIB has always believed in the performance of its providers and has questioned the data reporting of the system. In July 2007 a new MIS called HireNet Hawai'i (HNI) was introduced. The transition to the new system has presented its challenges for the Youth programs, but with the continued support and technical assistance from the state, we are beginning to see great progress in many areas. We believe that with continuous training and technical support to our service providers in the areas of performance/common measures and HNI data entry, we will continue to see growth and great performance.

Through monthly reports submitted by service providers and the reports now available in HNI, the LWIB can monitor performance more accurately and timely.

It is also important to communicate how increasingly difficult it is to provide effective, quality services with a steady decrease in funds. The LWIB and Youth Council are committed to seek other sources of funding to assist the youth.

a. Description and assessment of the type and availability of youth activities in the county. [Ref: WIA Reg. 661.350(a)(5)]

The LWIB has provided funding for youth programs on the East and West side of the island and requires its providers to offer services to cover all communities with high concentrations of at-risk youth.

b. Assessment of the county service delivery mechanism's strengths and weaknesses.

There is strength in the local area's ability to collaborate with its One-Stop partners, providing support to the youth programs. There is ongoing discussions of continuous improvement strategies to better integrate services and create awareness of the available resources to the providers and the participants they serve.

The county's weaknesses in service delivery include not having physical centers to operate programs in rural communities such as Kau, Puna and

Honokaa that would allow easy access to services by those who reside in these communities. Areas to work on also include a timelier reporting and entering of performance data.

c. Identification of planned improvements, including a timeline and description of how this will incorporate the LWIB's vision and goals described in Section I.

The LWIB will increase oversight of the Youth Programs and offer an ongoing schedule of technical assistance to ensure greater performance. Capacity building is a priority, but is limited by the availability of funding.

VII. MONITORING AND EVALUATION

- 1. What are the LWIB's policies and procedures to assure that data entry into the state MIS is timely and accurate? Describe the frequency, scope, and method of monitoring data entry. What ensures that corrective action is taken on a timely basis to address identified problems?***

The LWIB is currently updating policies and procedures for timely and accurate data entry and will communicate this in the RFP and in its agreements with the services providers. The LWIB will consider withholding payments to providers if data entry is not current for any payment period. Data validation monitoring will occur on a quarterly basis.

- 2. Describe how the LWIB ensures the continuous improvement of the One-Stop Job Centers, eligible training providers, and service providers. Include descriptions of the quality assurance provisions in contracts, interim indicators of achieving performance levels, technical assistance, training, minimum operating guidelines, monitoring, incentives, and method to ensure contract compliance.***

Continuous improvement is ensured through the following methods of utilizing interim indicators of achieving performance, setting minimum operating guidelines set forth in contract provisions, providing incentives and defining actions to be taken when contract provisions are not being met.

Minimum operating guidelines for performance are set forth through Memorandums of Understanding with the One-Stop Partners, initial and subsequent applications for eligible training providers and agreements/contracts with local service providers. Operating guidelines will be assessed and revised on a yearly basis through the Oversight Committee. Standard operating procedures and bulletins also provide guidance and clarifications in this area.

When contract provisions are not met, measured by poor performance outcomes, poor customer satisfaction reports or negative input from One-Stop partners, the Program Oversight Committee and the Youth Assessment Team is tasked with addressing these issues and making recommendations to the LWIB for action.

Services providers are required to submit monthly performance reports no later than 25 calendar days after the end of each month. The reports provide the LWIB with planned and actual cumulative participant counts for the report period and give the board an interim indicator of achieving performance levels. In addition, the One-Stop Job Centers, eligible training providers along with the service providers are monitored on an ongoing basis, providing

opportunities for clarification of expectations, feedback, technical assistance and training if necessary.

At present, the LWIB does not provide any financial incentives for performance. Recognition for exemplary performance at LWIB meetings and the opportunity to present accomplishments to the Workforce Development Council and audiences at national conferences are the incentives that are given to those who participate in this local area

3. Describe how the LWIB ensures the quality of its One-Stop Job Centers, eligible training providers, and service providers, including a description of the following:

Frequency, scope and method of monitoring services, contract compliance, and performance: Quarterly monitoring and reviews of the Adult and Dislocated Worker Program, Youth Program and One-Stop services will be conducted. Although dates will be agreed upon in advance, participant files will be requested on a ransom basis. Submittal and review of performance outcomes reports will be monitored closely. Technical assistance will be provided upon request and as needed.

How the LWIB provides feedback to providers about their performance, particularly with respect to their contribution to the LWIB meeting its targeted Performance Measures: Performance measure outcomes will be monitored on a monthly basis and when quarterly reports are provided. Feedback will be provided through regular program reviews and at regular monthly Board meetings. If there are chronic problem areas, the LWIB Oversight Committee would convene to assist providers in addressing these issues.

At what intervals the LWIB provides feedback and follow-up:

Feedback occurs on at least a quarterly basis when quarterly reports are issued. Follow-up would occur when ongoing problem exist on an ongoing basis.

How the LWIB identifies effective and ineffective providers and what is done with this information: The LWIB would be able to identify effective/ineffective providers based on performance outcomes, customer satisfaction reports and by input from the One-Stop Partners. It would be brought to the Board for discussion and should a need be determined in the future, the County on behalf of the LWIB would be prepared to conduct a competitive RFP bidding process.

X. BUDGET

1. Identify all amounts and sources of funds that support your activities.

<u>WIA Funds:</u>	<u>PY 2006</u>	<u>PY 2007</u>	<u>PY 2008</u>
Administration	141,999.00	118,471.00	allocation TBA
Adult	490,933.00	397,656.00	allocation TBA
Dislocated Worker	287,991.00	264,322.00	allocation TBA
Total Youth	499,085.00	404,258.00	allocation TBA

<u>Reed Act Funds:</u>	<u>PY 2006</u>
Allocation	1,900,554.00
(Pending execution of Modification #2)	

X. LOCAL PLAN DEVELOPMENT PROCESS

- 1. Describe the process used to ensure public comment on and input into the development of the local plan. Include a description of specific steps taken to include input from members of businesses and labor organizations.***

The Executive Committee of the LWIB was designated as the Ad Hoc Committee that would draft the Local Area Plan covering the period of February 1, 2008 through June 30, 2009. This group, through its membership, represented members of local businesses and labor organizations. Upon completion and approval by the Board, the plan was posted for public comment for a 30-day period to address provisions of the Sunshine Law.

- 2. Describe how comments were considered in the plan development process.***

Comments from the Executive Committee members were considered in the planning process through an open facilitated process of plan development.

The Executive Committee also asked it's sub-committees for input on specific sections of the plan which are related to the sub-committee's purpose and focus as follows:

Youth Council gave input to Section V.

Planning Committee gave input to Sections I, III and VI.

Over-Sight Committee gave input to Sections IV, VII and VIII.

- 3. Summarize and include as an attachment public comments on the draft Local Area Plan, particularly those that express disagreement with the plan. Please include information on LWIB response to the comments.***

No public comments were received during the posting period of November 19 2007 to December 19, 2007.

XI. PLAN MODIFICATION

Formal modifications to the local plan are to be submitted to the WDC when:

- 1. there are significant changes in local economic conditions,*
- 2. changes in partner-provided services,*
- 3. changes to the LWIB structure, or*
- 4. strategies need to be revised to meet performance goals.*

XII. REQUIRED ATTACHMENTS

1. Any agreements. (Referred to in Section III.2. and IV.1.)

Please refer to Appendix A.

2. One-Stop Memorandum(s) of Understanding between LWIB and One-Stop partners. (Requested in Section IV.II.)

Please refer to Appendix C.

3. Youth Council Roster.

Please refer to Appendix D

4. Any public comments regarding the draft Local Area Plans, including those that express disagreement with this Local WIA Plan and information regarding the LWIB's actions towards addressing them. (Requested in Section X.3.)

No public comments were received during the posting period of November 19, 2007 to December 19, 2007.