

Local Plan for
Title I – Workforce Investment Act and the Wagner-Peyser Act
County of Maui Local Plan

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**2009 - 2010 WIA Local Area Plan Modification - Hawaii
Cover and Signature Page**

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This comprehensive Local Area Plan is submitted for the period of July 1, 2009 through June 30, 2010 in accordance with the provision of the Workforce Investment Act and the Wagner-Peyser Act. We further certify that we will operate our Workforce Investment Act and Wagner-Peyser programs in accordance with this plan and applicable Federal and State laws and regulations.

Interim Chair of Maui County Workforce
Investment Board

Ron Nelson

Date

Acting Mayor of the County of Maui

Charmaine Tavares

Date

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County of Maui Local Plan

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I. LOCAL VISION AND GOALS

1. The vision of the Maui County Workforce Investment Board (MCWIB) is to have a globally competitive and skilled workforce, which promotes and nurtures a diverse and prosperous economy and preserves the special quality of life in the County of Maui.

The local strategic goals with respect to specific areas as guided by the Hawaii State Plan of concentration are:

- A. Education and Training: To help facilitate collaboration and communication between industry and local education/training entities. This will also include trade unions and their respective apprenticeship programs. Facilitating this connection will help both employers and employees/individuals understand their respective potential and career pathways and ultimately encourage skill development to attain these goals.

Possible methods of accomplishing this goal is:

- convene employers within an industry to study career pathways
- train career guidance counselors and others in alternative career information
- collaborate with high school counselor on the students PTP (Personal Transition Plan) program
- partner with local unions to expose these industries as possible career pathways
- assist WorkSource Maui to act as a human resource department for small business
- collaborate with the local community college, business community, and other training sites for curriculum design for training

- B. One-Stop Job Center Services: A critical component of providing our workforce with adequate training, various educational opportunities and access to services is via our One-Stop Centers on Maui and Molokai and their partners. The One-Stop Centers also serve as a resource for the local business community in providing services and potential candidates for employment. The MCWIB will continue to work with the One-Stop Centers and their partners to aide in meeting the needs of our community and contribute to the economic growth and vitality of our County.

- C. Youth Development: Empower high school graduates (or equivalent) with the requisite skills to enter the labor force or continue on to post-secondary education. Enable students to have access to the supportive services they need, career guidance, caring adults (e.g. mentors), leadership opportunities and academic excellence.

Possible methods of accomplishing this goal is:

- nurture a strong Youth Council that works for all youths
- utilize the MCWIB and the Youth Council as mentors
- collect and provide information about skill needs
- include youth in WorkSource Maui's system services
- provide accessible information about careers (e.g. via HireNet Hawaii)
- provide accessible information about performance of job training programs and providers
- collaborate/partner with the local community college, and other training providers for skills training curriculum design.
- collaborate/partner with employers for on-the-job training opportunities (i.e. job shadowing and job training with potential employment opportunities)

D. Communication and Coordination: The MCWIB plans to utilize board membership and the agencies that they represent along with various community partners to identify workforce challenges and to develop strategies and solutions that are effective, along with realistic, to aid in addressing the workforce challenges of the County. The MCWIB will also use this mechanism to convey its goal and vision to the partnering agencies along with information being disseminated at the One-Stop partners meetings. Ensuring that all the "players" are informed will aid in the efforts of attaining and then ultimately sustaining these goals. This same mechanism will also be utilized for receiving feedback and providing on-going reinforcement.

E. Use of Resources: Workforce development is a key economic development component for business attraction within our local area. To develop our labor pool to have the knowledge, skills and ability needed by employers (current and potential). The effectiveness of training programs and the outcomes as a result of the programs contributes to business attraction for our community.

Possible methods of accomplishing this goal is:

- develop measures to evaluate the quality of job training programs
- assist with the development of customized training to meet employers' needs
- partner with the community college, trade unions, and other agencies to deliver quality training with a focus on high growth industry jobs including training for green jobs
- utilize WorkSource Maui and their partners to do extensive outreach to connect people to jobs and training
- seek alternative funding to meet community needs for training

F. Performance Accountability: The MCWIB along with the One-Stop, Youth Council, and County will evaluate outcomes of organizations involved with delivery of services to ensure positive outcomes for the client (job seeker or

employer). A review of the types of services offered will be conducted periodically to evaluate usefulness and demand.

G. Other Local Priorities: The MCWIB will continue efforts to hear the voice of the community, both job seekers and employers, to evaluate workforce development priorities in the local area.

2. The MCWIB's goals are in line with that of the State's, although the approach may vary based on community needs.
3. Although the MCWIB realizes the importance of all of the goals and the importance in customizing the State goals to meet local area goals, their intent is to focus on two main areas: (1) establishing programs with post-secondary education and the trade unions to establish training and/or curriculum that focuses on green job training; (2) strengthening a relationship with education, post-secondary education, and the trade unions, other training providers, and employers to assist youth with career pathways; and (3) increasing training and educational opportunities available through higher educational institutions and/or other educational programs (e.g. apprenticeship programs, etc.) to aide in alignment with high growth industries here in Maui County.

II. ASSESSMENT OF LABOR MARKET NEEDS

Maui County's Comprehensive Economic Development Strategy (CEDS) was designed to help focus on goals and strategies that will create jobs, foster a more stable and diversified economy, and enhance the quality of life of the County's residents. Although the CEDS is in the process of being updated and will identify new areas of potential workforce growth, we continue to utilize the current CEDS as a means of guidance and strategy in our plans.

Based on previous studies, on-going focus group meetings (e.g. Focus Maui Nui, etc.) and the Mayor's Economic Summit, the CEDS reported the following economic development goals for the County of Maui over the next 10 years:

Goal 1: A focused economic development strategy that diversifies the economy and creates well-paying jobs for residents by targeting sectors including high technology, healthcare, agriculture, sports and recreation, film and entertainment, small town revitalization and by fully exploring growth opportunities in the niche areas of tourism which relate to the aforementioned targeted sectors.

Goal 2: Address the need for affordable housing to ensure that local residents can afford to remain in the County, and to ensure that the County's growth industries continue to attract and retain a quality workforce.

Goal 3: Improve education and training to prepare our workforce for the future and to ensure that the workforce needs of our growth industries continue to be met.

Goal 4: Address infrastructure challenges including, but not limited to, the need for adequate water, power, roads, and the inter-island transportation systems.

Goal 5: Pursue growth that is consistent with local vision and values, and which preserves, protects and enhances our natural and cultural resources.

The MCWIB will consider these goals as it pursues its own workforce development goals that were previously identified. These goals will also help to focus on labor market needs as identified by various means (e.g. industry group meetings, CEDS, Focus Maui Nui, etc.)

1. Current employment opportunities in the County of Maui, as well as throughout the State, include construction jobs which have declined somewhat due to the state of the economy. This is reflective throughout the State. Occupations in the Service Producing field account for more than half of the labor market. Jobs related to computers, health care and social services have potential for growth but instability remains present due to economic situations. Occupations include retail sales people, office clerks/secretaries, kitchen workers, computer-related jobs, nurse aides, dental assistants, social/human service assistants and social workers.

Recommended guidelines of one WIB's choice of demand occupations to concentrate on:

1. Select large industries that are expected to provide the largest number of job openings (not fastest growing; no government).
2. Concentrate on industries with the greatest projected growth (those for which the number of job openings are more due to growth than to replacement).
3. From the growth industries above, further concentrate on those offering above average weekly wages.
4. Select occupations that might provide long-term employment (again, where the number of job openings are more due to growth than to replacement).
5. Select occupations with high average wages.
6. Emphasize occupations that require no more than 2 years' training.
7. Provide and/or include "career ladder" information demonstrating the ability to advance to higher paying jobs.
8. Select areas with opportunities for growth within the renewable energy field.

Projected Employment - The County of Maui's civilian labor force is currently unstable to due economic factors, but none the less the County continues to benefit from its diverse economic environment. Total nonagricultural jobs are expected to rise.

The construction industry will maintain its growth with commercial and housing construction currently in the works or planned for next few years including:

Island of Maui:

- Ma'alaea Harbor (improvements and replacement of ferry building)
- Maui Lani Increment 7.4
- The Cottages at Kulamalu
- Hoonanea at Lahaina - 100 multi-family condo homes
- Hoolea at Kehalani multi-family project
- Milo Park at Kehalani
- Grand Wailea Resort & Spa (expansion and renovation)
- A&B Wailea LLC - mixed family use project
- Kihei Town Center (expansion and renovation)
- Wailea Professional & Storage Center
- Kihei Foodland (improvements)
- Wailea Gateway Center
- Hoonani Subdivision
- South Maui Ambulance Station
- Lahaina McDonalds (expansion/renovation)
- Lahaina Tennis Courts (expansion)
- Kaanapali Alii Resort (improvements and renovations)
- Westin Maui (renovations)

- Kaanapali Beach Hotel (restaurant/canoe hale expansion)
- Kahului Heliport Improvements
- Kahului Airport Parking lot expansion
- Kahului Airport new airport access road
- Kahului Airport Fuel Tanks (new tanks, building, pipeline and other related improvements)
- Maui Community College (new science building)
- Maui Economic Opportunity, Inc. Transportation Center
- Kaahumanu Shopping Center - transportation center
- Maui Lani Village
- Emmanuel Lutheran Church - new church and school facilities
- Maui Police Department - Kihei Police Station
- Maui Police Department - County Morgue

Lanai

- Manele and Koele Home Construction
- Lanai Senior Center
- Manele Bay (pool expansion)

Molokai

- New Kaunakakai Fire Station
- Molokai Federal Credit Union (expansion and renovation)
- Blessed Damien Church (demolition and reconstruction)
- Kawela Bridge (replacement/construction)

Whether or not the construction industry will sustain this growth is unclear. However, the jobs that will be retained and/or created when these projects are completed will include not only retail positions but numerous other opportunities. Occupations include managers/supervisors, reservation agents, receptionists/information clerks, general office clerks, sales people, cooks, kitchen helpers/food preparation workers, security guards and others.

Other growth areas include:

A. Science- and Technology-based Industries

The Maui Research and Technology Park in Kihei is one of Hawaii's centerpieces in its efforts to nurture and attract high technology businesses. With the presence of the Maui High Performance Computing Center, expanding fiber optic links and other services, the Park hopes to expand its tenant list beyond the already impressive line-up. The Park currently houses over 30 companies and more than 350 employees within its 415 acre site. The Park underwent an expansion to provide additional business incubator space which has been at full capacity since its opening.

Whether located in the Maui Research and Technology Park or elsewhere on island, there is little doubt that high technology industries will represent an increasingly important component of Maui's economy.

Program such as Women In Technology and Project E.A.S.T. have also contributed to the supply of skilled workers for high tech jobs.

B. Entrepreneurship

The development of entrepreneurship skills is important to the success of Maui's small businesses. And it has proven to be even more so during this tough economic times. Providing for individuals and/or small businesses is critical during these times. Data collected by the Department of Business, Economic Development & Tourism and other organizations suggest that more and more residents are turning to self-employment and Maui County's population is no different.

The Maui County Business Resource Center (MCBRC) was established in 2005 to assist individuals and small businesses with training and technical assistance. Entrepreneurship is a viable option for numerous individuals and the MCBRC is the conduit to business education. The MCBRC partners with the SBDC, MEO, WDD, SCORE and numerous other community partners to ensure the delivery of useful information to its clientele. The MCBRC assists an average of 292 individuals per month and the numbers continue to increase and is quite reflective of the economic climate.

The County's Kuha`o Business Center on Molokai was established in response to the community's needs and to date the usage of the Center and its resources have been in great demand. Established in 2006, the Center assists an average of 124 individuals per month and similar to the MCBRC, their numbers continue to increase. The Center also relies on partnerships in the community to help deliver much needed training and/or provide resources to the residents on Molokai.

C. Diversified Agriculture

The County of Maui has the second highest number of acreage used for farming. Maui, like the rest of the State, benefits from the abundance of sunshine and moderate temperatures. Although sugar production has dropped, coffee production may be expanded and new corn fields, for consumption and for seed crop, are being prepared for production both on Maui and Molokai. Also being planted are grass for pastureland and alfalfa.

Flower farming on Maui has maintained their production and marketing over the years. The flower industry is and continues to be increasing in demand by world markets. The development of new cultivars has also

been the focus of researchers to aid in keeping the Maui products in the forefront of the flower industry.

Value-added products have added to the popularity and uniqueness of Maui products. Farmers and businesses are realizing the value and the demand in the market place for these products. A Food Innovation Center was previously established on Maui and is aimed at helping businesses market their products world-wide.

2. The job skills that are required by the County of Maui's economy in the coming years are as varied as the labor force itself. Although a detailed review of all the job-specific skill needs of Maui's economy is beyond the scope of this Plan, the following are several occupations and the skills and knowledge needed to perform the job.

Receptionists/information clerks - Active listening, be willing to help people and understand why people act in certain ways. They must know clerical/administrative procedures and systems including word processing systems, customer satisfaction techniques, the English language and mathematics.

Supervisors/Managers - Speaking, communication skills, problem solving skills, time management, motivation of staff, recognition of who can do the best job, monitoring of staff. They need to know the English language, mathematics, business and organizational planning. Also personnel recruitment, training, benefit packages, etc. For clerical occupations, they must know clerical procedures and systems. Sales supervisors must know marketing strategies and tactics, sales techniques and sales control systems.

Management - Judgment and decision making, management of financial resources, be able to identify what needs to be changed in order to reach a goal. They must know about business and organizational planning, including strategic planning, resource allocation; economic and accounting practices; sales and marketing principles.

Public Safety - Problem identification, speaking, active listening, critical thinking, judgment and decision making, social perceptiveness. They must know public safety and security regulations, English language, customer satisfaction techniques, telecommunications.

Nursing/ Health Care - Service orientation, social perceptiveness, active listening, coordination, speaking. They must know customer satisfaction techniques, chemistry, public safety and security, therapy and counseling, medicine and dentistry.

Salespersons, retail - Service orientation, speaking, social perceptiveness, active listening, mathematics. They must know sales and marketing, customer satisfaction techniques, mathematics, English language, clerical procedures.

Cooks, restaurants - Equipment selection, product inspection, coordination, information organization. They must know mathematics, public safety and security, food production, customer satisfaction techniques, personnel practices and policies.

Trade workers - Equipment selection, product inspection, monitoring the job. They need to know machines and tools and how to maintain and repair them, building and construction methods, heavy equipment operations, physical principles and laws.

3. Describe the current and projected labor pool:

Maui County is comprised of the islands of Maui, Molokai and Lanai. Maui County is the third most populous of four Counties within the State of Hawaii, with a population of 141,902 (2007 Preliminary estimate by US Census) with most of the residents living on the island of Maui.

The median age of Maui County's population was 36.8 years in 2000 and of the major ethnic groups, Whites made up 38.3 percent, Asian 30.2 percent, two or more races 20.2 percent, Native Hawaiian or Pacific Islander 10.3 percent, Black 0.60 percent, and African American and American Indian or Alaska native at 0.50 percent. Hispanic or Latino accounted for 8.7 percent of the population.

Currently, 79,700 people are employed within the County of Maui, with a projection of 84,500 by 2010. Leisure and hospitality, trade, business and professional, health services, and government make up the major sources of employment for the County, 29.0 percent, 16.0 percent, 8.0 percent, 7.0 percent, and 14.0 percent respectively. Combined these four industry sectors account for about two-thirds of the total employment. With tourism being the driving force in Maui County, it is no surprise that one out of three workers are employed in leisure and hospitality, which includes hotels, resorts and restaurants. Two-thirds of workers in trade, transportation and utilities are employed in retail trade. In government, the majority continues to be employed at the State level, but with the recent changes in available State funding, this will likely change.

Service industry occupations such as hotel/motel clerks, general office clerks, landscape laborers, building and grounds maintenance workers, maids, security, medical assistants and registered nurses will require short-term on-the-job training to associates degrees. Occupations predicted to have the most job opportunities in trade industry are eating and drinking places (food preparation/serving related) and sales related, retail salesperson, cashier, first-line

supervisor/manager) will require short to long term on-the-job training and work experience.

4. Based on the analysis, describe the current and projected skill gaps and the sufficiency of the Local Area's labor pool.

As previously identified, jobs in the service industry and health industry continue to be in demand. Jobs in the construction, along with accompanying trades, are at a plateau. These shortages are currently being addressed with training programs offered by Maui Community College and other community partners. Workforce Development Division/WorkSource Maui and MCC's Ku'ina Program have been working with the various trade unions and the high schools to ensure the youth are exposed to employment opportunities, along with post secondary education opportunities.

Incumbent worker training is also an area that requires attention to help ensure workforce retention in the workplace and the upgrading of skills especially in preparation for green jobs and renewable energy projects. First-line management and middle management have been identified as areas where labor shortages occur along with opportunities for skills (e.g. communication, problem solving, etc.). With pro-active training and/or customized training for employers, these gap areas can be addressed.

5. In preparation for green job training and placement, the County and WDD have been working with local businesses, post-secondary educational institutions, trade unions and various community partners in identifying the needs, both short-term and long-term, for the County. The current County Administration has identified one of its priorities as Renewable Energy and has been focused on education, workforce development and establishment of programs in the County. Community partners, including members from the MCWIB, have been involved via Energy Alliance Working Groups that have identified priorities in various sectors such as: Transportation, Workforce Development; Infra-structure; Energy Efficiency in County Facilities; and Climate Change and Carbon Sequestration.
6. Maui County is not unique to the out-migration of workers due to the high cost of living here in the islands and the ability to obtain similar employment with higher wages in other locations. Employers are faced with challenging times in retaining the talented employees they have as well as attracting talent as potential staff. The change in the economic climate will have a direct effect on this situation.

References: Department of Labor & Industrial Relations, Research and Statistics, LOIHI
Department of Business, Economic Development & Tourism
First Hawaiian Bank, Maui Economic Forecast
Maui County Planning Department
Maui County Data Book

III. SERVICE DELIVERY STRATEGIES AND SUPPORT FOR TRAINING

A. Priority of Service to Low-Income Individuals

1. *Describe the method(s) that will be used to identify an individual as a priority customer:*

A description of how documentation is collected and maintained when an individual self-identifies as a public assistance recipient or other low-income individual.

Under normal circumstances the individuals current pay stubs are utilized as documentation for income. Should the individual not have pay stubs available, then self-certification occurs whereby a standard form is completed and signed by the participant and acknowledged by a witness. In the case of an individual that is deemed economically disadvantaged, they are required to produce paperwork from the Department of Human Services (DHS) as documentation of receiving food stamps and other welfare benefits.

All forms are maintained in their hard copy files for data validation purposes and general back-up information.

The parameters to be used that qualified someone as a low-income individual.

The Lower Living Standard is utilized as the guideline for qualifying an individual a program. Maui County has established a policy to provide for priority to those most in need.

The estimated percentage or number of WIA adult customers that will qualify for priority of service during the program year.

Based on the financial assessment of need, Maui anticipates servicing 100% of their WIA adult customers.

2. *If your local area will not be applying priority of service to all adults, describe the procedures that will be used to differentiate between ARRA WIA Adult and non-ARRA WIA Adult customers for purposes of priority of service.*

Not applicable as Maui County will (and has) apply priority of service to all WIA adult clients. Differentiation of ARRA WIA adults and non-ARRA WIA adult customers will be done via the HireNet Hawaii system as the case managers will enter appropriate information based on the program and activities for the respective participant.

3. *Describe the internal monitoring process that will be initiated to ensure federal priority of service requirements under ARRA are successfully implemented.*

Once case manager deems an individual eligible for a program and all necessary paperwork is completed, that case manager's file will go to another case manager for review and verification of the client's eligibility. Upon completion of this second check, the file will then proceed to the appropriate supervisor for final verification of eligibility and to ensure all documentation is in place. This is also in preparation for monitoring by the County and Data Validation that is conducted by the State.

4. *Describe the methods of communication that will be used at the local level to ensure all impacted staff members are aware of and using priority of service in daily operations.*

Monthly WIA staff meetings to convey information. Emergency meetings are convened as needed to disseminate urgent information and updates.

B. Priority of Service to Veterans

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

The individual would complete a registration form at the One-Stop and the information would then identify the individual as a veteran or non-veteran. Once the individual is identified as a veteran a referral to the Center's LVER (local veterans employment representative) and serviced appropriately.

For those individuals registering on-line via HireNet Hawaii, the ability to identify the individual as a veteran is present. This enables the LVER to make contact with the individual to offer services and/or assistance.

2. *Describe the internal monitoring process that will be initiated to ensure federal priority of service requirements under ARRA are successfully implemented.*

Case managers and One-Stop staff are aware of referring veterans to the One-Stop LVER for program services. Veterans coming to the One-Stop Center are also well aware of the LVER due to the outreach that is conducted on a regular basis.

3. *Describe the methods of communication that will be used at the local level to ensure all impacted staff members are aware of and using priority of service in the daily operations.*

Monthly WIA staff meetings to convey information. Emergency meetings are convened as needed to disseminate urgent information and updates.

C. Service Delivery to Youth

Summer Employment Opportunities:

1. *Describe your PY2009 summer youth employment program design and include the following:*

A. Activities broken out by age groups

The youth participants ranged from ages 16 to 24 years of age. All 74 participants were provided both employment and classroom sessions. Although employment opportunities and locations varied on Maui and Molokai, the overall breakdown included 23 Younger Youth (YY) and 51 Older Youth (OY) in the program.

B. Work readiness component, including definition

Program participants are provided work readiness skill both on the job at the respective sites as in the classroom setting. Learning environment provides for job application; preparation for a job interview; resume writing; mock interviews; financial literacy; communications skills, education and career training, and self assessment.

C. How measurable increases of work readiness were determined.

Case manager and supervisor conduct Performance Evaluations for all program participants. This is done by the on-site supervisor and program participant. The evaluation includes such areas as: demonstrate knowledge and preparation to provide effective service; punctuality; team work; completes paperwork on a timely manner; follow through on commitment; time management skills; utilize feedback and constructive criticism, etc.

The evaluations are conducted mid-way through the program and at the conclusion of the program to evaluate overall improvement and/or progress.

D. How “green” work experiences or training were incorporated into the program.

Each site provided their own “green” training element at their respective sites as this was a recommendation for the program. Whether the component was a simple environmental protection element or a more detailed program that was part of a larger project, each site provided “green” training to some extent.

E. If apprenticeship opportunities were included.

No, Maui was unable to incorporate registered apprenticeship programs due to the short notice of program start date. If program were to be extended to summer 2010, this option would be pursued.

F. Outreach and services to the neediest youth populations. Describe the various strategies employed to recruit the target population.

The contractor, Maui Economic Opportunity, Inc. (MEO) deals with at-risk, low-income which proved ideal for this program. Assessment conducted was based on income levels to qualify for participation. Maui SYEP was able to service 75 youth and unfortunately was not able to serve all those that were interested due to funding constraints. Therefore a wait list of individuals was maintained in the case that any additional funds were to become available.

2. What percentage of ARRA funds for youth were spent on summer 2009 activities from 5/1/09 to 9/30/09, and how many participants were served?

100% of the ARRA youth funds were spent on activities associated with the Summer Youth Employment Program which services 75 youth.

3. What percentage of ARRA funds for youth do you plan to spend on servicing older youth participating in work experience-only activities from 10/1/09 through 3/31/2010 and how many participants will be served?

No additional ARRA WIA youth funds are available as it was expended entirely on the SYEP. The One-Stop is working on enrolling these older youth into either the WIA adult program or another qualifying program. The amount to be serviced is unknown at this time.

4. *If the fiscal agent or grant recipient did not operate the summer employment program, describe the local boards's procedures for procuring summer employment opportunities.*

The MCWIB and County made initial offers to operate the program to the current Youth Service Provider (Maui Community College) and the Adult/Dislocated Worker Service Provider (WDD Maui Branch). In both cases the agencies declined due to the inability to operate the program with such a short turn around time. The MCWIB and County then identified MEO as a sole source to provide the services as dictated under the ARRA Youth Program and to provide summer youth employment opportunities. MEO had access to the youth that qualified for services, including youth from the current WIA youth program, along with employment opportunities with various agencies throughout the County.

5. *Describe the summer program work sites that were identified:*

- A. *How were the work sites selected?*

The Program Manager sent a general email to community partners throughout the County seeking agencies with opportunities for green job training. Employers responded and were screened by MEO for appropriateness and ensuring the right fit for the participant. A newspaper advertisement was also printed that also generated responses.

- B. *Identify the types of sites (public, private non-profit, etc.)*

Sites varied from Maui Coastal Land Trust (ecological restoration); Boys and Girls Club of Maui (program activities); Hana Cultural Center (demonstrator of arts and crafts and cultural history); Keiki Kokua Thrift Store (various jobs); ALU LIKE Hana (office work and youth programs); DLNR (propagation, landscaping, weed control, etc.); State Parks on Molokai (outdoors restoration and maintenance); and many other opportunities were provided to the youth participants.

- C. *How did the local area ensure adherence to workplace safety guidance and applicable federal/state minimum wage requirements were observed?*

Memorandum of Agreement were executed for each site indicating the requirements and expectations of a safe working environment. All participating agencies already have similar policies in place.

In certain cases the participant required safety gear to enable them to do their jobs in a safe environment. These items, if not provided by the employers, were provided by the program. This would include such items as safety glasses, special clothing, protective shoes, etc.

D. How did the local area ensure that youth work experience did not unfavorably impact current employees or replace laid-off employees?

The Contractor, prior to accepting the job opportunity for the participant, ensured that this position would not be impacting current employees. In all cases of employment, no impact was realized.

E. How were youth matched to work sites?

The Program Manager conducted goal setting and interest/skills assessments for each participant to ensure proper placement and fit for jobs.

F. Identify any project-based or service learning that was used.

MEO BEST (Being Empowered and Safe Together) Prisoner Reintegration program; Maui Coastal Land Trust; and DLNR. Each of these employment sites provided a project-based learning environment for the participant. The participant was provided with an opportunity to contribute to an ongoing project while obtaining skills.

6. Did your local area offer classroom-based learning along with the work experience during the summer youth employment program? If so, detail who participated in the learning and how it provided a direct link to the summer employment experience.

All participants were required to participate in an 8 hour classroom session once a week. This was part of their program alongside with their respective work experience. The classroom sessions covered: self assessment; skills and achievement; knowledge and learning styles; value and interest; preparing for a job interview; job application; resume writing/ cover letters; mock interviews; and financial literacy.

7. Describe how the local area is coordinating the expenditure of WIA formula and Recovery funds to optimize program flexibility and ensure adequate expenditure rates for both funding sources.

The MCWIB and the County required a minimum of 50% of the WIA ARRA funds be spent on OSY and the remaining on ISY for this summer program. This same requirement is also imposed on the WIA Year-round Youth Service Provider. The County ensures that expenditures are in line with program and expectations.

8. *Describe your strategy for continued services supporting older, out-of-school youth during non-summer months including any supportive services incentives and needs-based payments; co-enrolling youth in adult services; and support past the ARRA funding period.*

MEO services this population year round and will continue to do so with other program funding. The ability to dual enroll these older youth into the WIA adult program is being coordinated, but due to limited funding and a higher demand for service the ability to service these youth is proving to be quite limiting. The efforts continue by working with partners in the community to assist these older youth.

D. ONE-STOP CENTERS AND RE-EMPLOYMENT SERVICES

- 1. Describe the actions the local area has taken to ensure an integrated One-Stop Center service delivery system including the additional services provided by ARRA funding. How does the LWIB ensure the quality of service delivery?*

Additional oversight by the MCWIB and the County has been minimal. Meeting with the One-Stop management staff on a regular basis to ensure services are being delivered, clients are being assisted based on program requirements, and if any further assistance is needed by partners, MCWIB and/or the County to ensure adequate program delivery.

- 2. Describe how the local area will ensure that a full array of reemployment services is provided to UI customers, including skills assessment, career planning and training.*

Worker Re-Employment Services fall under the under the Wagner Peyser program, which was established for UI claimants to facilitate their re-entry into the workforce. Early intervention efforts with intensive job search assistance, specific labor market information and counseling will be provided for all individuals who voluntarily participate in the Worker Re-Employment Services.

Claimants will be individually oriented on this service, complete a Worker Re-Employment Service Individual Service Plan (ISP) and receive universal access to all services provided through the One-Stop system. In accordance with each individual ISP, claimants will be case managed based on their individual needs and goals, immediate job referrals and job development, coordination and referral to partnering entities for supportive services, job search workshops and customized job finding services will be provided.

- 3. Explain how the local area is dealing with increased number of UI customers. Describe the strategy for providing reemployment services to UI claimants most likely to exhaust benefits. With the emphasis on training in the ARRA legislation, explain how you are promoting training to UI customers.*

All individuals/customers of the One-Stop are provided the same services since there is no initial differentiation between UI claimants and non-UI claimants. Training is an option for all customers that qualify.

The One-Stop works with the UI office to identify individuals that are soon to exhaust their UI benefits to provide more personalized services to assist with employment opportunities and/or training opportunities to get those individuals to return to the workforce.

4. *Is the local area entering into contracts with institutions of higher education or other eligible training providers to facilitate the training of individuals for high-demand occupations? If so, describe the occupations and identify the training providers from which you will be purchasing training. If your local area is not entering into such contracts, please explain why not.*

Maui County currently has two eligible training providers (ETP) – Maui Community College (MCC) and Maui Economic Opportunity, Inc. (MEO). MCC provides a vast array of courses, both credit and non-credit. This allows the case manager and the individual more choices in training and/or academics. MEO provides CDL training which is still in great demand by local businesses.

5. *Please describe the LWIB activities and plans for supplementing WIA funding and/or adjusting operations to the availability of funding. For instance, explain how the local area intends to utilize Pell Grants and coordinate them with other financial aid resources for training and education purposes.*

Reed Act Funds are being utilized to increase business outreach and labor pool expansion. The One-Stop staff have increased the number of local employers that they provide outreach services to. This provides an opportunity to nurture relationships and educate the employers about the services available at the One-Stop. This contributes to establishing and maintaining a strong client base.

6. *Describe policies, if any, to restrict training funds for uses the local area has identified as a 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.*

By request of WorkSource Maui (our One-Stop) the MCWIB has previously established a policy to service those individuals most in need of services. The driving factor for this policy was, and continues to be, the diminishing amount of WIA funds available to service clients. By leveraging resources with partnering agencies, WorkSource Maui is able to assist non-WIA clients with training and/or job seeking services.

As the WIA requires that other available funds be utilized first, an assessment of service providers for recipients of public assistance and low-income special populations and the funds available for these services will be made to determine if WIA funds are limited. If adequate funds are available, no priority system will be established.

As the WIA allocations were on a continuous decrease from year to year, there became an immediate need to set guidelines of clients to be serviced with these limited funds. Therefore, the MCWIB, by request of WorkSource

Maui, adopted a policy to utilize WIA funds to service clients that are deemed “most in need”. This would allow WorkSource Maui to place priority of individuals whose income is at or below the Lower Living Standards. In many cases these were individuals on government assistance seeking training and employment.

Also, 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.”

IV. PERFORMANCE GOALS AND LEVELS

The performance levels for the State apply to all the Local Areas.

**WORKFORCE INVESTMENT ACT (“WIA”) AND WAGNER-PEYSER
STATE PERFORMANCE MEASURES
PROGRAM YEAR 2009 (July 1, 2009 to June 30, 2010)**

WIA		PY 2008	PY 2009
ADULT	Entered Employment Rate	79%	65%
	Employment Retention Rate	85%	74%
	Earnings Change	\$10,800	\$10,800
	Employment and Credential Rate	62%	62%
DISLOCATED WORKER	Entered Employment Rate	79%	57%
	Employment Retention Rate	86%	86%
	Earnings Change	\$14,000	\$5,996
	Employment and Credential Rate	66%	57%
OLDER YOUTH	Entered Employment Rate	73%	33%
	Employment Retention Rate	80.5%	60%
	Earnings Change	\$3,300	-\$244
	Credential Rate	69%	38%
YOUNGER YOUTH	Skill Attainment Rate	70.5%	71%
	Diploma Attainment Rate	44%	44%
	Retention Rate	51%	44%
CUSTOMER SATISFACTION	Employer	72%	72%
	Customer	82%	82%
WAGNER- PEYSER	Entered Employment Rate	60%	50.7%
	Employment Retention Rate	82%	78.4%
	Average Six Months Earnings	\$12,276	\$10,971

V. WIA COMPLIANCE

1. The Local Plan Modification – identify any changes to policies. If a policy has changed, attach a copy of the new policy.

<u>Policy</u>	<u>Changed? (Yes or No)</u>
A. Selecting and certifying one-stop operators	<u>No</u>
B. contracting for service providers	<u>No</u>
C. priority of service (new policy required)	<u>No</u>
D. self-sufficiency	<u>No</u>
E. supportive services	<u>No</u>
F. grievances and complaints	<u>No</u>
G. youth services	
1. Eligibility definitions	<u>No</u>
2. Performance	<u>No</u>
3. Design framework	<u>No</u>
4. Recovery act provisions	<u>No</u>
H. Adult, Dislocated Worker and Wagner-Peyser	
1. Eligibility definitions	<u>No</u>
2. Performance	<u>No</u>
3. Rapid Response	<u>No</u>
4. Business services	<u>No</u>

VI. BUDGET

1. The current approved PY2009 WIA budget and WIA ARRA budget for Maui County are attached as Exhibit “A” and “B” respectively.
2. The MCWIB and the County have been fortunate recipients of Reed Act funds to help with support other program activities related to workforce development.

VII. LOCAL PLAN DEVELOPMENT PROCESS

1. The opportunity for public comment on and input into the development of the local plan was provided via a public notice dated September 16, 2009 in The Maui News. The document was made available for review at:

Office of Economic Development
County of Maui
One Main Plaza
2200 Main Street, Suite 305
Wailuku, Maui, Hawaii 96793

Workforce Development Division/WorkSource Maui
2064 Wells Street, Suite 108
Wailuku, Maui, Hawaii 96793

2. No public comments were received .

VIII. REQUIRED ATTACHMENTS

- Current MCWIB roster (Exhibit “C”)
- Current Maui County Youth Council roster (Exhibit “D”)