

SECTION II. STATE OPERATIONAL PLAN

Overview of the Workforce System

The State Operational Plan must present an overview of the workforce system in the state.

Organization

The overview must describe organization and delivery systems at the state and local levels for the programs covered in the plan, particularly how this organization effectively supports the coordination and alignment of the state's workforce programs and supports integrated service delivery. The overview must include a description of the key state administrative personnel of the programs described in Section I of the Integrated Workforce Plan, and the organizational structure and membership roster of SWIB members and their organizational affiliation.

The Governor appointed the Department of Labor and Industrial Relations ("DLIR") as his official designee for WIA and all workforce development matters. In turn, the DLIR Director assigned the department's Workforce Development Division ("WDD") to administer the WIA funds on the Governor's behalf. As the WIA Administrator, WDD contracts with and monitors the local area grantees (the four counties) for the purposes of WIA implementation.

WDD also is the administrative entity for the following programs: Wagner-Peyser, Trade Adjustment Assistance, Work Opportunity Tax Credit, Veterans Employment Assistance, Senior Community Service Employment and Registered Apprenticeships, Alien Certification, WIA National Emergency and State programs Employment and Training Fund and Volunteer Internship Program.

Each of Hawaii's four county mayors appoints the Local Workforce Investment Boards ("LWIBs") in their respective counties, in accordance with WIA provisions. The One-Stop Center system in each county is operated by a consortium of partners, all of which are led by the applicable county. In the City and County of Honolulu, the City's WorkHawaii Division of the Department of Community Services operates the WIA adult, dislocated worker, and youth programs in collaboration with its partners. An extension of the federal waiver allowing the City to operate the design framework for the youth program is being requested in this State Plan. On the neighbor island counties of Hawaii, Maui, and Kauai, WDD is the WIA adult and dislocated worker program operator, and youth operators are competitively selected by the counties.

The WDC consists of 31 members who represent the fundamental agencies and stakeholders for workforce development, and acts as the statewide workforce investment board. At this time, the DLIR is working with the Governor's Office on Boards and Commissions to fill vacant positions and to ensure proper procedures for the solicitation and appointment of members and optimum representation on the Board are met. The current members of the Board are:

Executive Branch Members:

- Governor Neil Abercrombie, State of Hawaii
- Mr. Dwight Takamine, Director, Department of Labor and Industrial Relations (WIA/W-P Administrative Agency and Workforce Information);
- Mr. Richard Lim, Director, Department of Business, Economic Development, and Tourism;
- Ms. Patricia McManaman, Director, Department of Human Services (VR/TANF training);
- Ms. Kathryn Matayoshi, Superintendent, State Department of Education; and
- Dr. M.R.C. Greenwood, President, University of Hawaii System.

Private Sector Members:

- Marian Tsuji, President and CEO, Lanakila Pacific (WDC Board Chair)
- Allen Chung, President, C Three Consulting LLC
- Vicky Gaynor, Business Development Manager, Environet Inc
- Carl Hinson, Director of Workforce Development, Hawaii Pacific Health
- Robert Martin Jr., Attorney, Alston Hunt Floyd & Ing
- Nani Medeiros, Public Affairs and Advocacy Director, Hawaii Primary Care Assn.
- Jeffrey Piontek, Founder, Educational Consulting Services LLC
- Arun Savara, CEO, The Maids
- Tony Saguibo, Vice President, Hawaii Medical Service Association
- Sunshine Topping, Director of Recruiting, Hawaiian Airlines

Legislative Branch Members:

- Senator Clayton Hee – Hawaii State Senate
- Senator Jill Tokuda – Hawaii State Senate
- Representative Ryan Yamane – Hawaii State House of Representatives

Workforce Development Stakeholder Members:

- Wayne Higaki, Vice President, Public Affairs, North Hawaii Community Hospital (Chair, Hawaii Island Workforce Investment Board)
- Steve Lupkes, Research Station Manager, BASF Plant Science (Chair, Kauai Workforce Investment Board)
- James Tollefson, President and CEO, Chamber of Commerce of Hawaii (Chair, Oahu Workforce Investment Board)
- Leslie Wilkins Program Director, Maui Economic Development Board (Chair, Maui Workforce Investment Board)
- Harold McDermott, Assistant Training Coordinator Plumbers and Fitters Union Local 675
- Paul Richards, Executive Director, Native Hawaiian Education Council

- Mr. Alan Arakawa, Mayor, County of Maui
- Mr. Bernard Carvalho, Mayor, County of Kauai

As noted in a prior section, the WDC is the aligning entity of Hawaii's workforce development infrastructure. The majority of state and county agencies that directly control the state and federally funded workforce programs are all members of the WDC. Additionally, the WDC has the state mandated statutory responsibility to continuously identify workforce challenges and develop solutions to targeted industry workforce challenges.

State Board

The State Operational Plan must describe how the SWIB effectively coordinates and aligns the resources and policies of all the programs included in the plan, and specifically, must include the following items related to the SWIB:

1. Collaboration

1. How the board collaborated in the development of the plan, and how it will collaborate in carrying out the functions described in WIA Section 111(d). (WIA Sections 111(a), (b), (d), 112(b)(1); 20 CFR 661.205.)

The State Workforce Investment Board ("SWIB") began preparations for the drafting, approval and submittal of the Five-Year state plan back in February 2012. At the time, the SWIB was informed that the United States Department of Labor would be requiring all state entities to submit for approval a new five-year state plan.

Because the state plan was also going to require new performance measures to be submitted, it was envisioned that two committees of the SWIB would review the plan and the performance measures separately. A Planning Committee and a Performance and Accountability Committee were reactivated to review the plan and performance measures, with the full Council finally approving the full draft prior to submission.

All meetings of the Planning and Performance Committee, including its agendas, can be found at <http://dlir.state.hi.us/labor/wdc/stateplan2012/>, along the right rail under the tab "Committee Agendas and Minutes". The Committees met periodically from February to September 2012 during the drafting of the plan. A timeline, located at: <http://dlir.state.hi.us/labor/wdc/stateplan2012/file/StateWorkforcePlanningTimeline.pdf> was created for the purpose of keeping members of the Council informed on envisioned progress of the drafting of the state plan.

Final approval of the plan, as submitted was done on September 10, 2012 meeting. Information on that SWIB meeting can be found at: http://hawaii.gov/labor/wdc/Agenda_9-10-12.pdf.

Throughout the period of February, at the first meeting of the committees, to September 10, 2012 when the final draft of the plan was approved, the SWIB members were informed, invited to attend and requested to comment on all parts of the plan, from the first draft to the final submitted draft. They were encouraged to submit comments on the website, where the document allowed for virtual Post-It comments right onto the document.

In various instances, SWIB members were periodically asked through emails, calls and meetings to include their thoughts into the plan, as it was envisioned by the Executive Director that this plan have the full knowledge and approval of each SWIB member and not just be a staff-led drafting of the plan. Minutes from the various meetings included on the Website show the depth of discussions that did occur during the Plan drafting process.

The WDC, as the authorized Statewide Workforce Investment Board, will collaborate and assist in overseeing the workforce development partners in both local and state government (education and government entities) to implement the provisions of the plan.

The WDC will review and approve plans, as well as make recommendations regarding the annual budgets for WIA (including Rapid Response), Wagner-Peyser, and Trade Adjustment Act at the state and local levels to avoid duplication and ensure that coordination of activities is happening for the One-Stop Center programs.

2. Vocational Rehabilitation

2. How the SWIB member who represents Vocational Rehabilitation (VR) will effectively represent the interests, needs, and priorities of the VR program and how the employment needs of individuals with disabilities in the state will be addressed. (Only applicable to states which: (1) do not have the state VR agency director on its SWIB; or (2) in cases where the state uses an alternative entity as its SWIB, that entity does not provide for representative membership by individuals in these categories as required by WIA sec. 111(b), (WIA Sections 111(b)(1), 111 (e), 112(b)(8)(A)(iii), W-P Section 8(b), Rehabilitation Act Section 101(a)(2)(B), 20 CFR 661.200(i)(3), 661.205(b)(1), 661.210(c).)

The WDC does not have a member who specifically represents Vocational Rehabilitation (VR). However, a member of the WDC is appointed to the State Rehabilitation Council (SRC) which guides the state's VR. The current 2012 SRC appointee is Roland Prieto. By participating in both councils and coordinating information between the two, the appointee is able to bring information about the VR program to the WDC and effectively represents the interests, needs, and priorities of the VR program on the WDC.

Additionally, the state is currently leveraging funds from a USDOL discretionary grant, the Disability Employment Initiative (DEI), to set up a long term partnership between VR and the state workforce system, as well as create local partnerships between the one-stops and disability related agencies in selected counties. A current group in Hilo, called Workforce Solutions, has been active for four years and has over a dozen members. Under the DEI grant, additional Workforce Solutions groups will be created as a reflection of the group in Hilo. The grant aims to gain enough revenue from a program called "Ticket to Work" that these efforts will become sustainable and will grow to reach all counties in the state following the end of the grant in 2014. DEI efforts will help address employment needs of individuals with disabilities with an overall goal of improving the educational and employment opportunities and outcomes of adults with disabilities to help members of this population find a path into the middle class.

3. Local Areas

The State Operational Plan must also describe the WIA title I local workforce investment areas in the state, including:

An identification of local workforce investment areas designated in the state, and the process used for designating local areas. (WIA Sections 111(d)(4), 112(b)(5), and 116(a), 20 CFR 661.205(d), 661.250-.270.)

The State of Hawaii consists of four local workforce investment areas that follow the separation of the along the four county designations. They include:

- The City and County of Honolulu;

- The County of Maui
- The County of Hawaii
- The County of Kauai

In January of 1999, the WDC designated these areas utilizing the following criteria:

- The smallest are for federal Labor Market Information ("LMI") data is the county level. State LMI data is collected for the islands and the counties, but is not available for sub-areas.
- On the neighbor islands, the State's community college system conforms with county jurisdictions. Oahu has four community colleges, with each campus assigned as the lead for subject areas, such that cumulatively, they serve the entire county.
- The State's public school districts are county-wide on the neighbor islands. Oahu has four Department of Education districts.
- An area with too small a population would have difficulty filling and financially supporting the large local boards mandated by the applicable federal legislation. It would also likely receive insufficient funds to run programs. Correspondingly, combining counties or parts of counties would mean additional coordination between Mayors.
- Hawaii County, which has the largest geographical area and different demographics between east-and west-sides, has government agencies and services in both East and West Hawaii which serve the single county.
- The counties are well-established political divisions of Hawaii.

The WDC consulted with the Mayors of the respective counties at that time and it was agreed that the counties were the most appropriate designations. Further, the City and County of Honolulu meets the criteria for automatic designation, because of its population size. In March 1999 the Governor designated the four counties as workforce investment areas.

At this time the State Plan does not call for re-designation of the local areas. However, current federal restrictions on the amount of funds the state may withhold from the Governor's Reserve may force the state to seek re-designating the state as a single statewide local workforce investment board. The current five (5%) restriction does not adequately provide enough funding for the state to effectively administer the WIA. The state continues to seek to resolve this funding issue to ensure that service delivery of employment services and job training to Hawaii's residents can be carried out effectively and efficiently.

LOCAL WORKFORCE INVESTMENT BOARDS CERTIFICATION

The Governor, through its designee, the Workforce Development Council, is required to re-certify each Local Workforce Investment Board every two (2) years. Requirements of certification are found in the WIA, Section 117 (c)(2), in which the Act spells out the necessary items to be reviewed and complied with for certification.

The Workforce Development Council's policy on Certification is that each Local Workforce Board must comply with the requirements found in WIA Section 117 (c)(2). Failure for Local Workforce Boards to comply with the requirements found in WIA Section 117 (c)(2) may subject that board to sanctions outlined in WIA Section 117 (c)(2)(C).

The designation of intrastate regions and interstate regions, as defined in 20 CFR 661.290, and their corresponding performance measures. For interstate regions, describe the roles of the respective governors, and state and local workforce investment boards. (WIA Section 116(c).)

Not applicable.

States may also discuss other types of regional structures here.

Not applicable.

Describe the State's allocation formula for dislocated worker funds under §133(b)(2)(B). [Ref: WIA §133(b)(2)(B)]

Allocation Formula and Process

The State of Hawaii will use the six factors specified in the Act (as shown on the chart below) for allocating funds for the Dislocated Worker Program. The WDC determined that there were no other factors for which data was available that would add significant value to the formula.

The factor, the way that factor is defined in the state plan, and the formula is presented in the table below:

Table 50. Dislocated Worker Formula Factors

Allocation Factor	Weight Assigned In Formula
Insured Unemployed	0.1667
Total Unemployed	0.1667
Plant Closing/Mass Layoff	0.1667
Farmer/Rancher Data	0.1667
Long-Term Unemployed	0.1667
Declining Industries	0.1667
Total	1.0000

The State Plan does not amend the weight assigned to the formula, nor does it add additional factors. However, the State Plan will require that from Program Year 13, the method and numbers used in the weighting process will be changed.

4. Operating Systems and Policies Supporting the State's Strategies: The State Operational Plan must describe:

State operating systems that support coordinated implementation of state strategies (e.g. labor market information systems, data systems, communication systems, etc.). (WIA Section 112(b)(8)(A).)

Hawaii's One-Stop Job Centers and WIA Youth Programs use HireNet Hawaii for common intake, case management, statewide labor exchange, and reporting for different programs. HireNet Hawaii includes web-based self-service features that facilitate job searches, career exploration, job matching, job postings, and skills assessment for employers and job applicants. Case managers also have access to these tools, and they have the added capability of viewing services provided to an individual within their local area. This reduces duplication and allows for more effective coordination of services among providers.

Self-service resource rooms available in each One-Stop local office include computers with internet access and shortcuts to other web-based job search and recruitment tools, labor market information, and career exploration. The State and all the counties have separate fiscal management systems.

State policies that support the coordinated implementation of the state's strategies. (WIA Section 112(b)(8)(A).)

The State recognizes that integration of Hawaii's One-Stop Centers to provide seamless service delivery to participants and employers is dependent upon the various State, county, and non-profit agencies agreeing to shared goals, information sharing, cost sharing, and committing to a coordinated effort to achieving them.

To that end, the State establishes the following guidelines/goals:

- Services are delivered "seamlessly" so that participants are unaware that the services provided at the One-Stop are being delivered by multiple agencies and through multiple funding streams.
- Comprehensive One-Stop Centers will provide the full range of services available through designated One-Stop partner programs.
- Comprehensive One-Stop Centers will serve as a primary location for employers and job seekers where they receive service provided in a seamless, integrated and efficient manner.
- One Stop Centers are capable of connecting job seekers to the services they need to address their skills gaps: All work-related programs and services are either offered on-site or services are easily accessible through the One-Stop Centers.
- Local employers and employer organizations are active partners in the improvement of the local One-Stops.

Local area plans will also indicate how the One Stops will serve employment, re-employment, and training needs of unemployment compensation claimants; the long-term unemployed; the under-employed; dislocated workers (including trade-impacted dislocated workers and displaced homemakers); low-income individuals (including recipients of public assistance); migrant and seasonal farmworkers; veterans; individuals with limited English proficiency; homeless individuals; ex-offenders; older workers; individuals training for nontraditional employment; and individuals with multiple challenges to employment.

To achieve this, local One-Stop Centers are required to move to a fully integrated platform and encouraged to leverage additional local resources as well. This includes exploring centralizing services through single locations so overhead costs are reduced. It will also include moving the provision of services through local centers toward

functional integration, wherein customers from multiple programs are served together in common and fundamental processes such as workshops, assessment and career planning, job search/development and case management activities, allowing WIA Title IB programs to be just one of several sources supporting these critical activities.

Acknowledging the challenges identified earlier regarding the coordination of the WIA One Stop mandated partners in creating a centralized, integrated, and seamless delivery system the Local WIBs will detail in their local plans the steps they took with each of the mandated partners to achieve this goal and the specific barriers.

The WDC will compile these specific barriers and transmit them to the Governor, the Mayor of the identified local workforce investment area, and the respective agencies for their review and comment. The WDC will work to facilitate resolution, if possible.

Additionally, the WDC will review and make recommendations regarding annual spending plans of WIA (Including Rapid response and TAA) and Wagner-Peyser at both the State and local area level to ensure coordination and non-duplication of efforts. This will include reviewing and possibly reallocating carry over funds (from both state and local area level) from prior program years. This will ensure that limited resources are utilized in the most efficient manner.

How the delivery of services to jobseeker customers and employer customers, including Registered Apprenticeship sponsors, will be aligned across programs. (WIA Sections 111(d)(2), 112(b)(8).)

The alignment of services across programs was discussed in the preceding item. With regard to apprenticeship programs, the DLIR has a unique position in performing dual roles as the State Administrative Entity for WIA programs and the State Apprenticeship Agency to administer apprenticeship programs in the State of Hawaii. The dual roles facilitate the sharing of apprenticeship information across programs. As the lead for carrying out State Apprenticeship program responsibilities, the WDD registers apprenticeship programs and apprentices, reports to the USDOL, monitors programs, and provides staff support to the State Apprenticeship Council, which is an advisory body to the DLIR Director regarding apprenticeship programs.

Notices of recruitments for apprentices are shared with One-Stop Centers so they can refer suitable individuals to apprenticeship sponsors; lists of active apprenticeship programs and their minimum requirements are maintained on the DLIR WDD website; and coordination between One-Stop Center services and apprenticeship programs are supported to the extent possible. All One-Stop Centers are familiar with the major apprenticeship sponsors, and the sponsors have regularly participated in local Job Fairs or Construction Expos. The ARRA SESP grant also encouraged additional linkages between One-Stop Centers and apprenticeship programs by fostering referrals from One-Stop referrals to specific apprenticeship programs that became Eligible Training Providers (ETP) for the adult and dislocated worker programs.

To further stimulate discussion and networking among apprenticeship sponsors and One-Stop Center providers, the WDD coordinated a "Green Bus Tour" of construction apprenticeship training sites on Oahu for One-Stop Center staff from all islands. The tour enabled One-Stop Center staff to learn first-hand about the high quality of apprenticeship training and types of skills required for entry and success in apprenticeship programs. Although apprenticeship training is offered on neighbor islands, the tour gave the neighbor island staff a more in-depth view of apprenticeship training because the largest training facilities are located on Oahu. Similar tours may be offered in the future pending availability of funds.

How the state will provide WIA rapid response activities to dislocated workers from funds reserved under Section 133(a)(2), including designating a state rapid response unit. (WIA Sections 112(b)(17)(A)(ii), 133(a)(2), 134(a)(2)(A).)

Dislocated Worker Unit:

The DLIR is the State Dislocated Worker unit (DWU), with the WDD as the lead agency for the DWU and Rapid Response. Based on anticipated workforce needs and lay-off aversion strategies, up to 25% will be set aside from the Dislocated Worker Program for Rapid Response activities.

Local Area MOUs:

Local area MOUs that are submitted with their Local Area Plans will include an identification of the local area Rapid Response Coordinator, and a description of Rapid Response responsibilities for that area to ensure coordination of services during Rapid Response.

Notice of Closings/Layoffs:

Employers will send notices of closings and layoffs under the federal WARN Act and a state plant closing law to the DLIR Director. Upon receipt, the Director's Office will forward them to WDD, DLIR Unemployment Insurance Division, and DLIR Research and Statistics Office. Companies also will transmit a notice required under WARN to the Mayor of the county in which a closing will occur. The Rapid Response Chart attached in Section 4, Assurances and Certifications, displays the flow of information and services.

Contact:

WDD will immediately initiate contact with the affected employer to obtain details about the impending event and share information about One-Stop Center services for affected workers. If a union represents affected workers, a labor-management committee will be formed, if feasible, to jointly assess needs and implement Rapid Response services, with the understanding that services will not be a forum for any collective bargaining issues. Information about Trade Adjustment Act (TAA) benefits and qualifying conditions will be provided to the employer/Labor-Management Committee, and the employer or union will be encouraged to file a TAA petition for employees who may be eligible for TAA. If they do not file a petition, the One-Stop Center or WDD will submit one to ensure that eligible workers receive TAA benefits.

Rapid Response Team:

If the number of workers to be laid off is significant, WDD will mobilize a Rapid Response Team for deployment at the employer's site or another site that is convenient for affected workers. Core members will consist of the following:

- DLIR Unemployment Insurance Division
- One-Stop Center Operator
- Workforce Development Division

Depending on needs of the workers, other Rapid Response Team members will include, but not be limited to, the following:

- State Department of Human Services
- Training Providers
- Banks/Credit Unions
- Consumer Credit Counseling Center
- Community Based Organizations
- State Department of Health

Group orientations on One-Stop Center services will be planned and scheduled with the employer or Labor-Management Committee, during or around work hours and prior to layoffs, to the extent possible.

Topics to be covered during Rapid Response group sessions will be customized for each layoff and generally will include the topics below. Approaches will depend on type of employer and educational and skill levels of employees.

- Unemployment Insurance benefits and eligibility requirements;
- Work registration requirements and jobs listed in HireNet Hawaii;
- Labor market information and trends;
- Job counseling and job training programs, including remedial/literacy education;
- Priority of services and additional services for veterans;
- TAA benefits (if eligible);
- Financial assistance such as welfare, Supplemental Nutrition Assistance Program (formerly called Food Stamps), child care subsidies, and subsidized health insurance; and
- Survey of training needs. (This survey will be used to determine the kinds of services needed and projected costs, which will help plan training and other services and assist in determining whether formula funds are sufficient or WIA National Emergency Grant funds should be requested.)

Other Rapid Response topics, such as the following, will be included for group sessions, as appropriate:

- COBRA;
- Credit counseling and loan assistance;
- Grief/trauma counseling, or other mental health services;
- Housing assistance, and/or

- Social services provided by Community Based Organizations.

Because of the breadth of topics covered during Rapid Response sessions, only those staff members who are experienced and knowledgeable will participate as presenters. Additional workshops for affected workers will be offered, as appropriate, on topics such as understanding labor market information, job search techniques, resume preparation, and interview tips. Where large numbers of workers with transferable skills are affected, job fairs will be conducted to facilitate their transition into other jobs.

Services for individuals, such as filing for UI (after layoff), registration in HireNet Hawaii, and applying for financial assistance may be provided immediately following group sessions, if workers need assistance for these services. Literacy or skills training may be provided for the workers to prepare them for the job market prior to or shortly after layoff.

Layoff Aversion and Promotion of Rapid Response:

In addition to reacting to layoff notices, Rapid Response will include business service teams to expand the rapid response infrastructure in each local area so that Rapid Response becomes pro-active and on-going to serve businesses and their workers more effectively. Prior to layoffs occurring, during which businesses are in crisis management mode, closer working relationships with local businesses will be developed to support workforce needs of employers in a more consistent and comprehensive manner through their cycles of growth and decline. More services and tools of the One-Stop system will be made available to businesses on a continuing basis through an aggressive outreach effort, and businesses will make better use of these services to improve the capacity of their workforce. These strategies give businesses more opportunities to avert layoffs by sustaining a resilient and competitive workforce. One-Stop staff will be trained to detect early warning signs of possible financial difficulties of businesses and provide advance assistance and information to ease any difficulties should a plant closure occur. The improved collaborations with businesses will enable One-Stop staff to quickly recognize re-employment opportunities for laid off workers. In addition, stronger collaborations with more partners will be developed to expand and better coordinate the network of resources for more assistance toward employers and workers.

These proactive efforts will be carried out by WDD staff in each local area, who are either members of, or work with, local Rapid Response teams that respond to layoffs. As the lead for Rapid Response in each local area, WDD will coordinate the services provided in response to layoffs with renewed efforts to serve businesses on a more on-going and effective basis in collaboration with other One-Stop Center Services.

With USDOL Technical Assistance Training funds, DLIR held a series of four sessions on Rapid Response activities, Strategies for Lay-off Aversion, Developing Customer Driven Business Outreach Practices and Effectively Building Employer Relationships. Based on the training provided and local priorities, many strategies discussed for engaging business communities, such as participation in skills panels, job fairs, and business visits, will be carried out, with increased On-the-Job Training activities, as funds permit. Employer outreach will include promotion of the State-funded Employment Training Fund and Volunteer Internship Programs, where employers are offered opportunities to train their incumbent workers through pre-approved courses and internships.

Common data-collection and reporting processes used for all programs and activities present in One-Stop Career Centers. (WIA Section 112(b)(8).)

The State and local areas are jointly responsible for ensuring the implementation of an effective common data system and reporting process. HireNet Hawaii provides a common database, case management, labor exchange, and participant reporting system for WIA, Wagner Peyser, Trade Adjustment Act, and Veteran Programs. However,

local areas may use other systems, provided the data of their local systems successfully interface with HireNet Hawaii to meet federal reporting requirements for States.

The DLIR's WDD, in partnership with the LWIBs, will explore the expansion of HireNet Hawaii, or any successor system, for utilization by other mandated partners. The local area plans will detail those attempts and identify those mandated partners that are unable to utilize HireNet Hawaii as the common data collection and reporting system and the respective barriers.

State performance accountability system developed for workforce investment activities to be carried out through the statewide workforce investment system. (WIA Sections 111(d)(2), (d)(6)-(8), 112(b)(3), 136; W-P Section 15; 20 CFR 666.205(f)-(h), 661.220(c), and 20 CFR part 666.)

The WDD manages HireNet Hawaii, which was developed and continues to be maintained by a contracted vendor. A statewide MIS workgroup, composed of representatives and managers from each local area, is responsible for reporting issues or questions regarding HireNet Hawaii to the WDD, providing input on desired enhancements or changes to HireNet Hawaii. The MIS workgroup also communicates updates or changes to the system to other staff. The WDD Administrative staff tracks each concern and inquiry, and ensures that all issues are addressed and resolved either by the vendor, WDD, local area, or any combination of these entities. Recommendations for policies and procedures regarding data entry, data revision, reports, assistance to public users, or other facets of data collection and use of data are solicited from and provided by the MIS workgroup or other users and finalized by the WDD. Training for all staff users is provided by the vendor whenever a new version of the software is installed.

Participant performance in the WIA Adult, Dislocated Worker, and Youth Programs; Wagner-Peyser programs, Disabled Veterans Outreach Program, Local Veterans Employment Representative, Trade Adjustment Act, and WIA National Emergency Grants are measured through data stored in HireNet Hawaii. All local area staff and their providers are responsible to accurately enter data into HireNet Hawaii in a timely manner.

All quarterly and annual reports required by the federal government are generated from HireNet Hawaii data and electronically transmitted to the USDOL. The WDD extracts information on employment status and average earnings for all exiters from UI wage records. Local area staff also enters supplementary information on jobs obtained by participants. At the end of each quarter and year, the WDD transmits to each county their performance reports in the same format as the federal statewide report. Counties and LWIBs are responsible to review their performance at least on a quarterly basis and take any necessary corrective actions to resolve deficiencies. A series of management reports are also produced by County before quarterly reports and annual reports are created. These management reports display the names and characteristics of participants who exited the program, services received that count towards performance outcomes (such as Dislocated Worker and Adult training and youth credentials), and indication of employment status. This information acts as a tickler file for the counties to follow up on these participants and assist them towards achieving positive outcomes before deadlines elapse for these outcomes. Staff users can also generate HireNet Hawaii reports, filtered by different criteria, dates, and target groups, to review different aspects of performance prior to outcomes being reported."

The WDD and WDC receive and review local area and statewide numerical reports. The counties also provide a narrative analysis of performance to the WDC with a copy of their numerical quarterly reports. In consultation with the LWIBs, the WDD and WDC ensure that appropriate corrective actions are taken to address performance gaps.

State strategies for using quarterly wage record information to measure the progress on state and local performance measures, including identification of which entities may have access to wage record information. (WIA Section 136(f)(2), 20 CFR 666.150)

Currently, the DLIR's WDD (current service provider for WIA Title I and Title III programs) has an agreement with the DLIR's Unemployment Insurance Division (UI) to access wage record information for data validation purposes

for performance measures, as well as identification of long term unemployed that require additional services. The DLIR's WDD communicates performance to the LWIBs on a quarterly basis.

Workforce Longitudinal Data System

Additionally, the WDC applied for and was awarded a \$999,200 award from USDOL for a joint partnership with the DLIR's Research and Statistics Division to create a system that links UI data to workforce outcomes of individual education and training programs. This workforce longitudinal data system (WorLDS) will permit the tracking of training participants through various programs by the Workforce Development Division apprenticeship, Department of Human Service, and other non-profit organizations and what kind of jobs these trainees secure upon entering the workforce.

In leveraging this discretionary grant, the State will create a system that will ensure that mandated One Stop partners are provided accurate and timely performance outcomes. (Mandated partners that are private or private non-profit entities are currently prohibited from being provided wage record data per state interpretation of federal regulations.)

5. Services to State Target Populations

The State Operational Plan must describe how all the programs described in the plan will work together to ensure that customers who need a broad range of services receive them. This is an opportunity for the state to describe how One-Stop Career Center services will address more specific needs of targeted sub-populations identified in the economic analysis. The State Operational Plan must describe how the state will:

Serve employment, re-employment, and training needs of unemployment compensation claimants; the long-term unemployed; the under-employed; dislocated workers (including trade-impacted dislocated workers and displaced homemakers); low-income individuals (including recipients of public assistance); migrant and seasonal farmworkers; veterans; individuals with limited English proficiency; homeless individuals; ex-offenders; older workers; individuals training for nontraditional employment; and individuals with multiple challenges to employment. (WIA Sections 112(b)(17)(A), (b)(17)(B), (b)(8)(A), 20 CFR 652.207, 663.600-.640, 29 CFR part 37.)

All Individuals have access to core services at every One-Stop Center. Center staff funded by WIA, Wagner-Peyser, Veteran Programs, and/or partner programs will continue to provide information on the labor market, job openings, One-Stop Center services, HireNet Hawaii's job board, training opportunities, and partner programs, and related topics. All One-Stop Center customers may use Resource Centers equipped with computers, fax and copy machines, phones, and printers for their job search. Jobseekers and employers may access HireNet Hawaii from their home, workplace, Resource Centers, or anywhere with internet connection. Workshops for job search, interviewing techniques, and related topics are open to all One-Stop Center customers. All jobseekers who require more staff assistance can rely on One-Stop Center staff to help them navigate through HireNet Hawaii, learn about training and other services, get job referrals, and receive a preliminary determination of services needed. Much of the information provided can be delivered via group sessions or one-on-one as resources permit.

Based on the preliminary determination of need, individuals from targeted groups who require intensive services will participate in a comprehensive assessment to identify vocational goals and develop action plans that build on strengths and overcome barriers to achieve those goals. Employment counselors who are funded by programs that financially support these and other intensive activities will conduct the comprehensive assessments and develop the

employment plans with the individual. (Although Wagner-Peyser funded staff may occasionally develop these individual employment plans, limited resources restrict Wagner-Peyser functions mainly to core services.) All One-Stop Centers are staffed, at a minimum, by employees funded by both Wagner-Peyser and WIA. Other partners also deliver services at One-Stop Centers, including Division of Vocational Rehabilitation, Alu Like, University of Hawaii Community Colleges, Job Corps, State Department of Education, and University of Hawaii Center on Disability Studies.

One-Stop staff members are cross-trained and have basic knowledge of programs operated by all agencies in the workforce development system. Updates of programs are shared with partners at regularly scheduled center meetings. If an individual's special needs, barriers or circumstances are identified, staff is able to navigate them to programs and services which will provide optimum assistance to the individual. Referral procedures have been developed to expedite the process of coordinating these programs and services. To ensure universal accessibility to the One-Stop Centers, outreach and recruitment activities include information dissemination to a wide spectrum of individuals in the local communities, including but not limited to post-secondary Institutions, community organizations, and business organizations. Several partners co-locate staff in the different One-Stop Centers on an intermittent, part-time or full-time basis depending on the Center. It is expected that the partners in each Workforce Investment Area coordinate services provided by the required and optional agencies participating in the workforce delivery system in order to ensure a seamless delivery and avoid duplication. These resources will be taken into account to reflect a comprehensive employment plan for individuals and will not be restricted to the availability of WIA funds.

Eligibility for WIA intensive and training services is open to all unemployed adults and dislocated workers and all employed adult workers who meet the eligibility criteria, who are unable to obtain or retain employment through core services, and who are determined to be in need of such services.

The State has determined that WIA Adult funds are considered limited by virtue of it being insufficient to provide adequate services to at least 25% of that area's adult poverty population. Thus, priority for intensive and training services in the WIA Adult Program will be given to low-income individuals. The Local Areas, in consultation with the Workforce Investment Boards, may identify additional target groups needing WIA services based on the local area population and economic conditions. These target groups and any policies and procedures for the implementation of local priority of service for WIA Adult and Dislocated Worker Programs will be required to be described in the Local Area Five Year Plan. In no way should the identification of these target groups restrict services to only these groups.

In addition to the services available in One-Stop Centers to all customers, a description of specific services to target populations follows.

Unemployment Insurance Claimants

All Unemployment Insurance (UI) claimants in Hawaii are required to register, enter essential background information, and post an on-line resume in HireNet Hawaii in order to receive UI benefits. These requirements assist claimants with their job search efforts and allow employers to search for potential employees.

Wagner-Peyser and other One-Stop Center staff provides intensive individual services to UI claimants identified as participants in the Worker Profiling and Re-employment Services ("WPRS") program. Case managers are assigned to assist each profiled claimant in identifying appropriate courses of action to facilitate his/her return to the workforce. Re-employment services provided include assessment, counseling, job referral and placement, testing, labor market information, job search workshops, and referral to job training. WDD monitors the claimant's progress and participation during the period covered by the Individual Service Plan ("ISP"). Any potential availability for work

issue, such as failure to participate in an agreed upon activity, is reported to UI staff. If the claimant is found to be “not in compliance” with the requirements of the WPRS program, she/he will be denied benefits for that week.

DLIR WDD also continues to implement the Reemployment and Eligibility Assessment Initiative program in One-Stop Centers for the Unemployment Insurance Division. This program began in March 2005 when USDOL awarded grant funds to 21 states to pilot this new program. The purpose of the program is to shorten the duration of UI claims and expedite the claimants’ return to work. The program mandates randomly selected claimants to participate as a condition of their eligibility for Unemployment Insurance benefits. Mandated activities include learning about the job market, creating a work-search plan, and a staff review of job search efforts. To date, Hawaii’s REA has assisted over 36,000 UI claimants with their reemployment efforts.

Long-Term Unemployed

WDD staff works closely with UI Division to identify UI claimants who are long-term unemployed in order to provide them with services available through the One-Stop. These services include workshops to about labor market information, assessment of their skills and referral to training, as needed.

Early intervention services through the Reemployment and Eligibility Assessment program is also available to reduce claimants becoming long-term unemployed.

Under-Employed

Persons identified as underemployed, working part-time but seeking full time employment or who is working in employment not commensurate with the demonstrated level of educational and/or skill achievement, can access any of the services under WIA, Wagner-Peyser and appropriate partner programs. Under WIA, Adults and Dislocated Workers who are assessed as needing intensive services to obtain or retain employment that leads to self-sufficiency may be provided services and training in order to assist them in obtaining full time employment or higher wages. The State has determined self-sufficiency as employment that pays at least 225% of the Lower Living Standard Income Level. For Dislocated Workers, self-sufficiency may be considered employment that pays at least 90% of the layoff wage.

Dislocated Workers

As mandatory partners in the One-Stop system, DLIR’s Unemployment Insurance Division (UI) and WDD, who is the administrative entity for Wagner-Peyser programs, work in concert to identify dislocated workers and provide appropriate services to become re-employed.

Dislocated Workers are identified through notices of layoffs or closings under the federal Worker Adjustment Retraining Notification and the State’s Plant Closing Notification law, through jobseekers registered in HireNet Hawaii, Job Fairs, rapid response efforts, or other means. As recently unemployed persons, they are motivated to return to work, but they may be unfamiliar with the current labor market, new skills required, or job search techniques, including the use of social networks and Internet search engines. Services provided include assessment, counseling, provision of information on employment statistics, training providers, and support services, assistance in filing for unemployment benefits, job search and placement assistance, and referral to intensive services and training as appropriate.

Displaced Homemakers

Displaced Homemakers are identified primarily through referrals from state agencies such as the Department of Human Services and the Judiciary system, and from community agencies such as the YWCA and other organizations concerned with women and family issues. Although all One-Stop services are available to this group, displaced homemakers often have limited workplace experiences and financial and emotional issues and generally need intensive services, training and a wide variety of support services. Services under WIA are coordinated with programs for displaced homemakers at the State's community college system through Career and Technical Education grant funding.

Trade Adjustment Act

Whenever One-Stop staff learns about impending layoffs, they will contact employers and provide information about Trade Adjustment Act (TAA) benefits and offer One-Stop Center services. Information about TAA will be provided on the Department's website for easy reference; and TAA Information will be Included in the menu of services when business service teams conduct their outreach to employers.

When layoffs are Involved, a preliminary assessment will be made with the employer regarding the eligibility of affected workers for Trade Adjustment Act (TAA) benefits and staff will assist in filing a TAA petition. One-Stop staff knowledgeable about WIA programs and TAA programs will coordinate designing and implementation of services to ensure successful outcomes for individuals who are potentially trade-affected. These services include an assessment of the needs of the affected workers to identify the workers' skill levels, interests, and abilities and provision of basic reemployment services available at One-Stop Centers.

Before the TAA petition is certified, trade-impacted workers will receive services under the WIA programs for which they are eligible and provided with reemployment, training, and supportive services, as appropriate. If and when the TAA petition is certified, services generally will be supported by the TAA grant, in coordination with WIA services, if necessary.

Low-Income Individuals

The State has determined that the funds allocated to a local area for WIA Adult employment and training activities are limited, based on the funds being insufficient to provide adequate services to at least 25% of that area's adult poverty population. Priority of service for intensive and training services in the WIA Adult Program will be given to recipients of public assistance and those meeting the definition of low-income. At a minimum an adult must receive at least one core service before the Individual is eligible to receive intensive and training services.

They are identified when accessing One-Stop core services as well as through referrals from agencies serving this target population. Public assistance recipients are identified through coordination with the Department of Human Services (DHS), which administers the Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP) and other federal and state-funded assistance programs. The Work Opportunity Tax Credit is also available to employers as an inducement to hire this target group.

In addition to training, supportive services such as work clothes, transportation assistance, housing and child care may be provided. Where possible, non-WIA funding is sought to provide other services.

If Local Areas, in consultation with the LWIBs, identify any additional target groups who need WIA services In the WIA Adult Program, these groups will be identified in their Local Plans with any policies and procedures regarding how they will implement priority of service for all priority groups. In no way should their identification of target groups

restrict services to only these groups unless the Local Areas and LWIBs choose to do so, based on the funds available and justification of need.

Migrant and Seasonal Farmworkers

Services to Migrant and Seasonal Farmworkers (MSFW) such as counseling, testing, and referral to jobs and training opportunities are provided on a basis that is qualitatively and quantitatively proportionate to services afforded non-MSFW individuals.

WDD and Maui Economic Opportunity (MEO) are partners in each county and coordinate services to the MSFW population. MEO currently is the approved statewide operator of the WIA Section 167, Migrant and Seasonal Farm Worker Program. See Section IV, item 6. For more information about services to MSFWs.

Veterans

A veteran of the Armed Services is considered a valued member of the civilian workforce because he or she has the skills, training, and character to meet the demands of the workplace environment. WDD offers a variety of services that are tailored specifically for veterans to find not only jobs, but training to help transfer the skills acquired in the military to the requisite job skills in the civilian workforce. Through its One-Stop Career Centers the WDD offers specialized employment and training services and priority of these services exclusively to eligible veterans under the Jobs for Veterans State Grants Program. Under this grant program, funds are allocated to the Workforce Development Division to support two types of staff positions:

Disabled Veterans' Outreach Program (DVOP) Specialists: These staff members provide intensive services to meet the employment needs of disabled veterans and other eligible veterans, with the maximum emphasis directed toward serving those who are economically or educationally disadvantaged, including homeless veterans, and veterans with barriers to employment.

Local Veterans' Employment Representatives (LVERs): These staff members conduct outreach to employers and engage in advocacy efforts with employer representatives to increase employment opportunities for veterans, encourage the hiring of disabled veterans, and assist veterans to gain and retain employment.

Priority of Service: One-Stop Centers are mandated to give veterans priority of service at each One-Stop Center, including use of resource room equipment, and access to staff assistance. Signs in each Center notify veterans of their priority and ask them to disclose their status to reception desks so that they may be served before other customers. Veterans also are accorded priority over non-veterans in WIA, SCSEP, TAA, Wagner-Wagner, and other programs, if they eligibility requirements for the applicable program. In HireNet Hawaii, its home page has a special section devoted to veterans, where veterans are notified of their preference over non-veterans. Resources for veterans also are found in that section.

Integration of Veteran Staff in One-Stop Centers: The DVOP and LVER staff are integral to the coordination of employment and training programs administered in One-Stop Centers and for success of veterans served. Local veterans service organizations and government agencies serving veterans partner with One-Stop service providers, e.g. the Homeless Veterans Reintegration Program, Veterans Workforce Investment Program, Vocational Rehabilitation and Employment Program, REALifelines Program, Transition Assistance Program, Department of Veteran Affairs Vocational and Rehabilitation Employment Program, State of Hawaii Office of Veterans Services, Veterans of Foreign Wars, Disabled American Veterans, and other veterans service organization. Similarly, veterans being served receive employment and training services offered at One-Stop Centers by Wagner-Peyser, WIA, TAA, and other programs. Limitations on veteran staff funding do not permit a full-time VETS presence at each Center. Therefore, VETS staff will coordinate with Center managers and WIA partners the development of a

training curriculum to train managers and staff on the implementation of veteran program services and recurring legislative and policy changes to the program.

Persons with Limited English Proficiency

Translation services are available at the One-Stop Centers during interview and assessment to assist those individuals with limited English proficiency. A bi-lingual access line for telephone based interpreter services operated by Helping Hands Hawaii may also be utilized.

Training for English as a Second Language (ESL), GED and Adult Literacy is available at local adult education schools and community agencies. Many of these agencies are represented on the local area WIBS and coordinate services for these individuals.

Homeless

One-Stop staff continues to work with community agencies such as the Institute for Human Services, Salvation Army, and Goodwill to provide assistance to individuals meeting the definition of homeless under the Stuart McKinney Homeless Assistance Act. Many of the homeless have regular employment but are unable to find suitable and affordable rentals in Hawaii. Others have multiple barriers such as unemployment, mental, health, and domestic issues and chronic drug abuse. Supportive services such as monetary assistance, clothing, shelter, transportation are available through the One-Stops. Other activities are coordinated with partner programs to ensure a full spectrum of services available to the individuals.

Ex-Offenders

One-Stop Centers are available to respond to inquiries from offenders with general information on training and services and referrals to other agencies such as Salvation Army, Partners in Care, the Windward Homeless Coalition, Institute for Human Services, and the Department of Public Safety Laumaka Program. Information on the Work Opportunity Tax Credit and federal bonding are also provided as incentives to offer employers when ex-offenders conduct job search. A well-developed Going Home project in Hawaii County features strong collaborations among the State Judiciary, One-Stop Center, and service providers to facilitate inmates' transition from incarceration to civilian life. The City and County of Honolulu's Youth program, operated on the same premises as the One-Stop Center, uses a holistic approach in working with delinquent youth in coordination with Family Court, service providers, Department of Education, apprenticeship programs, and One-Stop services.

Older Individuals

One-Stop center staff is available to assist older individuals with intensive services and training. Also, as a mandatory One-Stop partner, the Senior Community Service Employment Program (SCSEP) which is administered by WDD, coordinates outreach, recruitment, services and training with the One-Stops. In the current labor market situation, many seniors choose to continue to work beyond their Social Security eligibility to supplement their benefits and care.

Training for Non Traditional Employment

Information on non-traditional employment is available at the One-Stop Centers and is provided during career counseling. In addition, DLIR, in its role as the state registration agency for registered apprenticeship programs, reviews and provides technical assistance to the workforce development community on selection procedures, and affirmative action plans to ensure opportunities for women in apprenticeship.

In 2011, WDD sponsored an Apprenticeship Tour on Oahu, inviting educators, WIB and State Council members, WIA administrators and program operators to visit training programs in the community college and three union sites to view first-hand new programs utilizing state-of-the-art technology and emphasis on energy conservation and sustainability. The intent of this activity was to increase knowledge and awareness of available training and occupations and apprenticeship programs.

Persons with Multiple Challenges

Each self-service resource room located in the One Stops features a minimum of one accessible computer terminal equipped with assistive technology software designed to increase accessibility to all One Stop customers, including individuals with multiple challenges and individuals with disabilities. Adaptive materials developed under the Disability Program Navigator (DPN) program have been shared with the One Stops throughout the State.

In addition, One Stop Center staff and their partner staff have been provided training on a Universal Design Concept in the One Stop Centers. The training was funded by a grant awarded to DLIR WDD to help One-Stop Centers identify and address strengths and barriers of One-Stop services for customers with multiple challenges. Another training session assisted One-Stop Center staff in identifying various resources that are available online and within their communities so that One-Stop Centers and their partners can develop a Community Resource Guide for use by both staff and customers. The Guide would expand the network of providers within the One-Stop Center system and empower customers to search for assistance on their own or with staff assistance. The Disability Employment Initiative grant also is building greater capacity to serve persons with disabilities as described in Section IV, item 2 of this Plan. These efforts should build the capacity of One-Stop Centers to serve persons with multiple challenges more effectively, whether the needs are for employment re-employment, training, or other services.

Serve the employment and training needs of individuals with disabilities. The discussion must include the state's long-term strategy to improve services to and employment outcomes of individuals with disabilities, including plans for the promotion and development of employment opportunities, job counseling, and placement for individuals with disabilities. (W-P Section 8(b); WIA Section 112(b)(17)(A)(iv), 20 CFR 663.230, 663.640, 667.275(a).)

The WDC recognizes the disparity between employment outcomes of individuals with disabilities versus those without disabilities. National and statewide statistics support this finding, such as the 2010 U.S. Census showing that the national employment rate of working-age people with disabilities was only 39.5 percent versus 79.9 percent for their peers without disabilities. Similarly, the 2010 U.S. Census also shows that in Hawaii, people with disabilities make up 11% yet are only 5% of the employed population.

Hawaii's WIA Title 1-B Report for Program Year 2010 shows that very few individuals with disabilities are accessing WIA services. Of a total of 1,862 participants served in Title 1-B WIA Programs in PY 2010, only four were reported to have a disability. Of these four, only two entered employment. Of these two, neither individual retained employment. While the low enrollment numbers could be attributed to WIA customers with disabilities simply not disclosing their disability, and therefore not being counted in this special population, the SWIB recognizes

a strong need for improvement that, in 2011, led to DLIR applying for and winning a Disability Employment Initiative (DEI) grant.

Hawaii's DEI is a \$2.92M, 3-year grant jointly funded by the USDOL Employment and Training Administration (ETA) and the Office of Disability Employment Policy (ODEP). The Disability Employment Initiative (DEI) grant runs from October 1, 2011-September 30, 2014. DEI efforts will help address employment needs of individuals with disabilities with an overall goal of improving the educational and employment opportunities and outcomes of adults with disabilities to help members of this population find a path into the middle class.

The DEI will study best practices to increase the number of individuals with disabilities served in WIA and Wagner-Peyser programs and improve employment outcomes. Through random lottery selection administered by a USDOL contractor, this study focuses program funds on the counties of Maui and Hawaii. The DEI plans to promote and develop job opportunities for this population by focusing on five key strategies:

- Integrated Resource Teams
- Integrating Resources and Services, Blending and Braiding Funds, and Leveraging Resources
- Customized Employment
- Asset Development Strategies
- Partnerships and Collaborations

Additional information about each of these strategies can be found at: www.dei-ideas.org.

These strategies are supported by Hawaii's unique DEI project design which establishes a statewide Ticket to Work Employment Network, creates staff positions that focus on job seeker and employer services, provides additional intensive services to interested individuals with disabilities through workshops in one-stops hosted by the University of Hawaii Center on Disability Studies, creates a flexible spending account to act as a "first dollar down" to leverage resources from partner agencies to better help individuals with disabilities gain and retain employment, and in general, improves disability related One-Stop Center partnerships in the community.

One Disability Resource Coordinator in each selected county will focus on offering workforce and disability related staff and community organization training, developing a local Ticket to Work infrastructure, and creating a collaborative group of disability related organizations called Workforce Solutions. By training all One-Stop staff to better serve individuals with disabilities, and by providing additional intensive services as needed, the One-Stops will offer a valuable service to improve job placement and employment outcomes.

Staff specifically focused on developing relationships with employers will also increase the promotion and development of employment opportunities for this population. One Business Relations Inclusion Coordinator in each selected DEI county will work with local employers to provide disability and employment related resources, create a sustainable local Business Leadership Network, and coordinate work experience opportunities for WIA and Wagner-Peyser participants with disabilities. By providing support to employers and increasing participant skills through work experience opportunities, the DEI will be both promoting and developing employment opportunities and retention for individuals with disabilities.

The WDC's long-term goal for this grant is for one-stops in the selected counties to become part of a statewide Ticket to Work Employment Network which will provide a future revenue stream to sustain DEI efforts after the grant funds end in 2014. Following the end of the grant, these unrestricted Ticket to Work funds are planned to be used to continue DEI efforts in the selected counties while sharing best practices throughout the state to truly make the DEI a long-term statewide effort with a local and statewide workforce infrastructure that supports positive educational and employment outcomes for individuals with disabilities.

Deliver comprehensive services for eligible youth, particularly youth with significant barriers to employment. (WIA Section 112(b)(18)(A).) The discussion must include how the state coordinates youth activities, including coordination of WIA Youth activities with the services provided by the Job Corps program in the state. Job Corps services include outreach and admissions, center operations, and career placement and transition services. (WIA Sections 112(b)(18)(C), 129.)

In response to activities outlined in WIA Sections (§§)112(b)(18)(A) and (C) and 129(c), Local Boards will develop and enhance relationships with local agencies and service providers to ensure that necessary services are available to eligible youth. Coordination with Job Corp, foster care, education, welfare, and other relevant resources occurs through local youth councils and is monitored through State review. Given reduction of the state-level administrative budget from 15% to 5% of the total WIA allocation, youth policy must be locally driven and should result in a comprehensive strategy for serving eligible youth which directs agencies in how they serve those with significant barriers to employment. These efforts should be used to implement or augment strategies and initiatives, as follows:

State

1. In 2011, the non-profit Hawai'i Community Foundation in collaboration with representatives from the State Departments of Education, Health, Human Services, Judiciary, Labor and Industrial Relations (Workforce Development Division), Public Safety and the University of Hawaii completed The Finance Project (TFP), an analysis of the Fiscal Resources Supporting At-Risk Youth, ages 13-24 in Hawaii. The fiscal mapping sought to identify:
 - a. What are the major funding sources that support youth, ages 13 to 24?
 - b. Where does the funding come from (i.e. federal, state or other sources)?
 - c. Which state agencies administer funding?
 - d. How does funding align with key goals for youth and their families?
 - e. Who does the current funding support (e.g. eligibility, age groups, and special populations)?
 - f. Are fiscal resources maximized, coordinated and leveraged effectively to achieve results?

TFP researchers identified 72 programs administered by the state across 6 agencies that support at-risk youth ages 13-24. Total federal and state funding was estimated at \$435 million in FY 2011 with federal sources contributing 67% and state sources contributing 33%. Some conclusions of the project were that:

- a. Hawaii lacks a coordinating body across state agencies that serve youth.
- b. The process for contracting with service providers is not coordinated at the state level, leading to inefficiencies and duplication of work at the state and service-provider levels.
- c. There is limited information sharing across programs or state agencies that work with youth.
- d. Technology (including document imaging, online application and renewal processes and online training) is not being fully leveraged by state programs which could lead to more efficient delivery of services.

Based on the findings of the study, and lessons learned from promising financing strategies across the country, TFP researchers recommended:

- a. Creation of a public-private entity to help guide investments in youth services.
- b. Development, collection and reporting on common outcome measures across programs that are linked to budgeting and resource allocation.
- c. Use of shared services approaches and other nonprofit collaboration models as well as promotion of pilot development at the local level.
- d. Blending and braiding of funds to allow for greater flexibility in using multiple funding streams.
- e. Leveraging new opportunities to access new federal funds or use funds more flexibly.
- f. Increasing access to federal subsidy programs for at-risk youth.

These recommendations are being implemented to different degrees on each County and will continue or be expanded for the duration of this Plan.

2. The Department of Labor and Industrial Relations is represented on the Job Corp Advisory Board by the Administrator of the Workforce Development Division (WDD), which facilitates coordination between One-Stop Center programs, including WIA and Wagner-Peyser, with Job Corp activities and WIA youth programs. WDD is the service provider for the Adult and Dislocated Worker Programs on Hawaii, Maui and Kauai and serves as the administrative entity for WIA for the State.

Oahu

1. Supervisors and managers of the City and County of Honolulu's Department of Community Services gather every other week in the Division Lead meeting to share information on their programs especially about services that may benefit participants of other programs. They have a case management database that is shared among the Division's 5 primary youth programs: WIA Youth, Juvenile Justice Center, YouthBuild, Young Parents and Young Adult Ex-Offender. Therefore, staff who work with youth who are co-enrolled into 2 or more programs are able to review services, activities that are available to youth and track their progress within the various programs.
2. A Job Corp representative who is a member of the Oahu Workforce Investment Board has helped to strengthen the partnership with the WIA Youth program. Until recently when the United States Department of Labor halted enrollment into Job Corp, an outreach-admissions specialist was situated at the Dillingham One-Stop, once a month, to provide services in the Resource Room and explain Job Corp services. In addition Job Corp staff bring their participants to the Dillingham One-Stop and Youth Services Center to learn about programs and services in turn, One-Stop staff give presentations at the Waimanalo Job Corp Center about the labor market, employment in general, and their services.
3. 85% to 90% of YouthBuild (YB) participants are co-enrolled into the WIA Youth Program followed by consecutive enrollment of those ages 22 to 24 into the WIA Adult Program after completion of YB training.
4. YB partners with the Building Industries Association to enroll youth in the "Pre-Apprenticeship Construction Training" program. Those who successfully complete the training receive an industry recognized credential because the curriculum is certified by the Home Builder Institute.
5. Appropriate WIA youth are enrolled in TANF, the Foster Unification Program and Housing and Urban Development funded Rent to Work Program that assists homeless individuals.
6. Youth from the Young Adult Ex-Offender grant are being co-enrolled or consecutively enrolled into WIA programs. Leeward Community College offers them training that leads to industry recognized credentials such as the following:
 - a. Nurse Aide Training and State Certification
 - b. Commercial Driver's Training and Licensing
 - c. Introduction to Office Administration & Technology
 - d. Retail Sales Associate, National Retail Foundation
 - e. Security Guard Training for PSTN National
 - f. Serve-Safe training, National Certification

Hawaii (Big Island)

1. The state Department of Education (DOE), Unemployment Division, TANF, Alu Like, Salvation Army and WDD are heavily involved with activities of the Local Area and LWIB. In addition, the DOE, Salvation Army, WDD, Queen Liliuokalani Children's Center, Hawaii Community College and the County Prosecutor's Office serve on the LWIB Youth Council. Each of these programs receive federal program funds and collaborate on youth initiatives, job fairs, recruitment, referrals and outreach.
2. Almost all youth are co-enrolled with TANF or SNAP, as appropriate. Co-enrollment is encouraged between adult and youth programs, when age allows it. Those who are eligible for native Hawaiian programs are enrolled with Alu Like for summer youth employment.
3. During intake, Youth Challenge (operated by Paxen) and Job Corps are offered as other options for youth to obtain a high school diploma. Note: Job Corp is not available on the Big Island, and interested youth will need to move to Oahu or Maui to participate.

Maui

The Maui Youth Council was recently reestablished and had its first meeting since 2006. It will renew connections with the Job Corp program.

Kauai

1. The managers and staff of Paxen Youth Program and Kauai WDD meet weekly to share information regarding services that may benefit participants of other programs. They have a case management database that uploads WIA Youth data into HireNet Hawaii to assist them with their job search. Therefore, Paxen or WDD staff working with youth who are registered in HireNet Hawaii are able to track their job search progress.
2. A County HUD representative who is a member of the Kauai LWIB and Youth Council has helped to strengthen the partnership with the WIA Youth & WIA Adult/DW programs. Together with the DHS TANF work programs, the One-Stop staff gave presentations to youth about the labor market, employment opportunities, resume writing, and other related topics.
3. WIA Youth participants are co-enrolled in the WIA Adult Program after completion of the Paxen training for youth.
4. The state Department of Education (DOE), Adult Education Program, Unemployment Division, TANF agency, and WDD are members of the Kauai LWIB. In addition, the DOE, YWCA, Big Brothers & Big Sisters of America, WDD, Kauai Community College and local Prosecutor's Office serve on the Youth Council. Both the Youth Council and Kauai LWIB collaborate on adult & youth initiatives, job fairs, recruitment, referrals and outreach, etc.

6. Wagner-Peyser Agricultural Outreach

Each state workforce agency shall operate an outreach program in order to locate and to contact migrant and seasonal farmworkers (MSFWs) who are not being reached by the normal intake activities conducted by the local offices. To this end, each state agency must include in its State Operational Plan an annual agricultural outreach plan, setting forth numerical goals, policies, and objectives.

Regulations at 20 CFR 653.107 require that the outreach plan include the following elements:

Assessment of need:

i. A review of the previous year's agricultural activity in the State

According to the Hawaii Department of Agriculture, farm gate revenues for 2010 totaled \$689.6 million, up 7 percent from the previous year. According to the Economic Research Service, USDA 2007 Census of Agriculture (conducted every five years), the number of farms operating in Hawaii was 5,100 on approximately 1,121,000 acres. This equates to an average farm size of 220 acres.

In 2010, the average wage paid to all hired workers was estimated at \$14.24 per hour. This is a 6 percent increase from a year earlier. The combined average wage for field and livestock workers was estimated at \$12.01 per hour, which was up \$.56 per hour from 2009. The state minimum wage is \$7.25 per hour. The USDA reported that Hawaii's hired agricultural work force was 6,400 workers, up 3 percent from 2009.

The following are the acreage and yield statistics of selected labor intensive crops as reported by the U.S. Department of Agriculture National Agricultural Statistics Service.

Sugarcane for sugar harvest totaled 15.5 acres, which yielded 11.1 tons per acre at a total value of \$69.8 million in 2010. Although the total harvest was down 24 percent, the price of sugar rose 76 percent, the highest since 1980.

Macadamia Nuts harvest totaled 15,000 acres, which yielded an average of 3,000 pounds per acre. This was a 13-percent increase over the 2010-2011 season. More rainfall at timely intervals and a long flowering season helped improve production this season as compared to last season's drought conditions. However, volcanic emissions are still negatively impacting crop yields.

Coffee harvest totaled 6,300 acres, which yielded 1,400 pounds per acre. Major crop activity is present on four of the islands with the most significant production occurring in the South Kona district of the island of Hawaii. Total farm revenues generated was an estimated \$33.4 million, 7 percent higher than the prior year's \$31.3 million.

Vegetables and Melons harvest totaled 2,705 acres, which yielded 39.6 million pounds, up 22 percent from 2009. The top volume-producing vegetable crop in 2010 was sweet potatoes which was up 52 percent above the previous year. Head cabbage was the second largest volume crop, followed by Chinese cabbage.

The number of agriculture openings and MFSWs could increase slightly should increases in crop production continue their trend.

The number of crop farms in Hawaii in 2010

Sugarcane	1
Pineapple	40
Vegetables/Melons	540
Fruits excluding pineapples	1,600
Coffee	830
Macadamia Nuts	570
Taro	115
Flowers, nursery products	970

ii. A review of the previous year's MSFW activity in the State

At the end of the third quarter of Program Year 2011 (PY 11), WDD and its OneStop Partners registered 88 new MSFW applicants. Through a combination of outreach and applicant walk-in activities the local offices registered the following number of MSFW participants for the period April 1, 2011 through March 31, 2012.

Local Office	Number of Registrations
Hilo	43
Honolulu	1

Kona	13
Lihue	17
Molokai	1
Wailuku	1
Waipahu	1
Waianae	1
TOTAL	88

iii. Projected level of agricultural activity expected in the State in PY 2012

Agricultural activities in PY 2012 are expected to remain at a similar level like that of PY 2011. The seasonal drought conditions and the rising costs of fuel will continue to have a significant impact on economic activity statewide. Vog and ash fall from volcanic emissions may have serious detrimental effects on agricultural crops. All industries in the State economy will be affected in one form or another and it remains to be seen whether agriculture activity will flourish or be stymied.

iv. Projected number of MSFWs in the State in PY 2012

According to the 1993 Farmworker Enumeration study, there were 18,728 MSFWs in Hawaii. Should the national fuel cost crisis continue without major relief the State could potentially see an increase in the number of unemployed MSFW participants. The farmworker workforce could significantly diminish if the costs of agricultural operations rise in relationship to the costs of fuel. Employers may compensate for the increase in the cost of operations by reducing its most significant overhead costs, the workforce. Notwithstanding these events, producers of coffee, macadamia nuts, floral products, pineapple, and specialty crops will continue to be the major employers of migrant and seasonal workers.

v. Statement of the consideration given to the State Monitor Advocate's (SMA) recommendation as set forth in the annual summary developed under 653.108(t)

The State MSFW Monitor Advocate prepared this annual summary of services to MSFWs based on statistical data and his/her reviews and activities as set forth in these regulations for the State Administrator.

Proposed outreach activities:

The plan for outreach activities to the agricultural community is consistent with that of the overall strategic plan articulated in the State Plan for Title IB of the WIA and the Wagner-Peyser Act. A high priority is to actively seek and contact MSFWs who are not reached through the One-Stop centers. Once contacted, WDD staff will provide information on the services available to MSFWs through WDD and other partner agencies. The service delivery strategy in providing outreach and other services for agricultural employers, as well as equitable services for migrant and seasonal farm worker, is as follows:

- Marketing of the One-Stop system to provide information to agricultural employer groups, such as the Hawaii Farm Bureau Federation, the State of Hawaii Department of Agriculture, and other appropriate groups or organizations. Employers, as well as workers, are encouraged to avail themselves of all services offered by the One-Stop Job Centers.
- Close coordination between programs to provide agricultural employers and workers access to upgrade training through such programs as the State's Employment and Training Fund, which focuses on the incumbent worker.
- Staff from One-Stop partner agencies will provide information about the migrant and seasonal farm worker programs provided through Wagner-Peyser (as well as through the WIA §167 service provider) and are trained to identify individuals who fall into this group. Referral procedures are in place to ensure that equity of services is provided in a manner designed to best meet the needs of these individuals.

The State and Local Office Monitor Advocates work to ensure that migrant and seasonal farm workers are provided equitable services. Slight increases in services provided to MSFWs in each local office will greatly improve the statewide service levels. The State will work with staff to improve the service levels in each of the following equity indicators.

The tools which will be used to conduct outreach contacts, including personal contact, printed matter, videotapes, slides, and/or cassette recordings

WDD will utilize printed brochures and personal contact meetings in its efforts to provide outreach to MSFWs. These are similar to tools that will be used by WDD in its overall outreach strategy efforts in the coming year.

Services provided to agricultural employers and MSFWs through the One-Stop delivery system

WDD provides its services to agricultural employers through job order requests, job matching and referral, and outreach contacts to inform them about its services and programs, e.g., use of the H-2A Certification for Temporary and Seasonal Agriculture Work program and the HireNet Hawaii Virtual One-Stop System. Agricultural labor information shall be disseminated on a timely basis.

While conducting monthly employer contacts, LOMAs will be able to assess which agricultural employers regularly hire MSFWs. Also, job orders archived in the HireNet Hawaii database provide staff historical data on which employers hire MSFWs.

A valued means of connecting workers and employers is through the Department's Virtual One-Stop system, HireNet Hawaii. The internet-based electronic job bank encourages employers and jobseekers alike to conduct user friendly, self-directed searches to identify and contact each other. The system helps agricultural employers to specifically target their search for unemployed farm laborers while the unemployed farm laborer can target agricultural employers for available jobs. The system is accessible 24 hours, every day, wherever internet access is available. There is no charge to access the system.

Job order screening and the matching and referral process is the another method of connecting agricultural employers with farm laborers. Job orders received by WDD staff initiate this screening and matching process. Also, all job orders are immediately made available to all One-Stop partners statewide. Qualified workers found through job matching or job order screening process are referred to the employer for evaluation.

WDD and MEO are partners in Hawaii's One-Stop system. MEO's staff is fluent in Spanish and Ilocano, which are the first languages of many seasonal farmworkers. WDD provides translation services for persons with Limited English Proficiencies at no cost. A list of bilingual staff is available for these individuals requiring assistance. If staff

is not available to assist, WDD has access to “Language Line”, which accommodates MSFWs and other jobseekers who may need interpreter assistance.

WDD will continue to utilize workshops, handouts, and outreach activities to promote its services and the HireNet Hawaii Virtual One-Stop system. Agricultural employers (includes small family operated farms and farms owned by corporations) are represented on Local Workforce Investment Boards and provide a valuable link to the agricultural community.

Integral to the local office outreach strategy to agricultural employers is to ensure employers are made aware of the H-2A visa worker program as another option in recruiting farm laborers. LOMAs and the State Monitor Advocate are prepared to conduct H-2A presentations to employers. Supplemental information materials are available to provide as needed.

Numerical goals:

Number of MSFWs to be contacted by Labor Exchange staff and other agencies during PY 2012

WDD staff will make an estimated 100 total MSFW outreach contacts during PY 2012.

	Local Office	Number of Contacts
Hilo		45
Honolulu		10
Kona		10
Lihue		5
Molokai		10
Wailuku		10
Waipahu		10
TOTAL		100

Number of MSFWs to be contacted by other agencies

The WIA section 167 grantee (MEO) estimates 60 new MSFW clients will be assisted in the next year.

Equity Indicators

- Ratio of non-MSFWs to MSFWs referred to jobs,
- Ratio of non-MSFWs to MSFWs receiving staff assisted services,
- Ratio of non-MSFWs to MSFWs referred to supportive services,
- Ratio of non-MSFWs to MSFWs provided with career guidance, and
- Ratio of non-MSFWs to MSFWs for whom a job development contact was made.

Number of staff days to be utilized for outreach during the fiscal year

WDD staff will conduct outreach activities utilizing an estimated 20-staff days or to the extent that office staffing levels permit.

Local Office	Days Utilized for Outreach
Hilo	5 days
Honolulu	1.5 days
Kona	3 days
Lihue	3 days
Molokai	3 days
Wailuku	3 days
Waipahu	1.5 days
TOTAL	20 DAYS

Level of W-P funding to be used for outreach during the fiscal year

The amount of Wagner-Peyser funding to be used for outreach is approximately \$15,000.

Data analysis

Sugar prices rose to its highest levels since 1980, macadamia nut harvests increased 13 percent, coffee production increased by 7 percent, and Hawaii's top producing crop, and sweet potato production increased volume by 52 percent in 2010. Despite drought conditions, state irrigation reservoirs remained at adequately full levels, therefore ensuring continued crop development.

Hawaii's improving economy should help the agricultural sector to expand and also provide more job opportunities for MFSWs. As a result of these positive trends, the number of agriculture openings and MFSWs could increase slightly should crop production and prices continue their upward growth.

Resources:

- **Statistics of Hawaii Agriculture 2010**,
http://www.nass.usda.gov/Data_and_Statistics/index.asp
- **Maui Economic Opportunity (MEO)**,
<http://meoinc.charityfinders.org>
- **U.S. Department of Agriculture, Economic Research Service**,
www.ers.usda.gov/StateFacts/HI.htm

- **U.S. Department of Agriculture, National Agricultural Statistics Service,**
http://www.nass.usda.gov/Statistics_by_State/Hawaii/Publications/Miscellaneous/hiag.pdf
- **HireNet Hawaii Management Information System,**
Migrant Indicators of Compliance Statewide Report, April 1, 2011 – March 31, 2012

7. Services to Employers

The State Operational Plan must describe how the state will coordinate efforts of the multiple programs included in the plan to meet the needs of business customers of the One-Stop system in an integrated fashion, such as hiring plans, training needs, skill development, or other identified needs.

Local Area plans will be required to describe their methods of coordinating multiple programs operated in their One-Stop Centers to best meet the needs of their business customers. Currently, One-Stop Centers conduct outreach to employers by promoting all workforce services available, with particular emphasis on programs with limited durations. This requires that outreach staff become knowledgeable about resources of their partners, service providers, federal agencies, and many websites. To assist in that effort, the DLIR supports coordination of capacity building for partner and agency staff at state and local levels, as funding levels allow. A series of training sessions for One-Stop Center staff during PY 13 using federal Training and Technical Assistance funds were conducted to enhance One-Stop Center staff capability to meet needs of the business customer, whether for hiring, training, or skill development. These efforts will continue for the duration of this Plan based on resources available.

Rapid Response funds, as described in more detail in item 4, will increase employers' awareness and use of One-Stop Center services. Renewed emphasis by Local Veterans Employment and Training Representatives on reaching out to employers and business groups also should expand collaborations with the business community, and outreach efforts by the Disability Employment Initiative Business Relations Coordinators will focus on business relationships to assist persons with disabilities.

The State Operational Plan should also describe how the state will use program funds to expand the participation of business in the statewide workforce investment system. (WIA Sections 111(d)(2), 112(a), 112(b)(8), 112(b)(10), W-P Section 8, 20 CFR 661.205(b)(1).)

Using WIA Rapid Response funds, the state will expand outreach to businesses to increase their participation in the statewide workforce investment system. Please refer to section on Rapid Response in item 4 of this Section of the Plan.

8. WIA Single-Area States Only – Additional WIA Title I Requirements

Not applicable. The State of Hawaii is not a WIA Single-Area State entity.

9. WIA Waiver Requests

Per 20 CFR 661.420(c), the State of Hawaii requests that the waivers on the proceeding pages be approved for the five (5) year term of this state plan. One (1) additional request, allowing the use of common measures, was posted on March 7, 2013 on the State Plan Website for comments.

10. Comments on Waiver Requests

All attached waiver requests were subject to public review as described in the section on Notice and Opportunity to comment for each request.

11. Trade Adjustment Assistance (TAA)

States must describe how TAA will coordinate with WIA/W-P to provide seamless services to participants and address how the state:

Provides early intervention (e.g. rapid response) to worker groups on whose behalf a TAA petition has been filed. (WIA Sections 112(b)(17)(A)(ii), 134(a)(2)(A), 20 CFR 665.300-340.)

After receiving information of an impending layoff or a TAA petition, WDD staff will contact the employer as part of Rapid Response services to assess the needs of the employer and affected workers. The Rapid Response Team, consisting of staff from WIA, Wagner-Peyser, and TAA, works closely together to coordinate the gathering of information from the employer about potential TAA eligibility and workers' skill levels and experiences. During Rapid Response sessions, information about One-Stop Center services will be provided, including TAA benefits, if workers appear to be potentially eligible for TAA services.

Provides core and intensive services to TAA participants, as indicated in the encouragement of co-enrollment policies provided in TEGL 21-00. The description should provide detailed information on how assessments are utilized to identify participants' service needs, including whether participants need training according to the six criteria for TAA-approved training. (20 CFR 617.21(c), 617.22(a))

Following Rapid Response sessions, or in response to TAA petitions, information about workers' skills and experiences will be gathered from the employer, individual worker surveys, and registration in HireNet Hawaii to help design specific core services such as job search workshops, resume writing, and use of labor market information. TAA participants will be individually assessed through interviews with a job counselor, assessment tools such as COPS, CAPS, Career Kokua, or online tools such as My Skill My Future, and an employment plan will be developed with a job counselor to identify barriers to employment and produce a plan to address those barriers to employment. The six criteria for TAA-approved training will be used as a basis for determining whether TAA training is allowable and appropriate. Where the six criteria are not met, other resources, such as WIA services, will be used as applicable and if more appropriate. Often, TAA participants are first served in WIA programs for training and supportive services because TAA petitions are not approved until several months after layoffs occur.

Has developed and managed resources (including electronic case management systems) to integrate data provided through different agencies administering benefits and services (TAA, Trade Readjustment Allowances, Unemployment Insurance, Employment Security, WIA, etc.) in order to ensure consistent program administration and fiscal integrity, as well as reliable fiscal and performance reporting. (May alternatively be discussed in "operating systems and policies" section of Operating Plan.) (WIA Sections 112(b)(8)(A), (B).)

The TAA Program shares the same MIS system as that for WIA and Wagner-Peyser Programs, which gives all One-Stop staff the capability to view the participants' case files in all of these programs for more effective

coordination of effort. This common MIS also enables TAA staff to ensure that the mix of services is effectively designed among programs to avoid duplication of effort.

The UI Division is closely linked to TAA activities and staff of both programs work in close collaboration.

12. Senior Community Service Employment Program (SCSEP)

At this time the State of Hawaii chooses not to integrate the SCSEP plan into the integrated WIA/W-P State Plan. The SCSEP plan will be submitted as a standalone plan by the State Workforce Agency, the Department of Labor and Industrial Relations.