

Attachments

Clicking on the web address for the 2000-2005 State Plan doesn't create an immediate link to it. However, the Plan can be accessed by copying and pasting the address below into the web address box. For convenience, copies of the policies and procedures referenced are attached.

Response for Assurances 10 and 11

2. The State's community college system serves county jurisdictions for the neighbor island counties. Oahu has four colleges, with each campus assigned as the lead for subject areas, so that cumulatively, they serve the whole county.
3. The State's public school districts are county-wide on the neighbor islands, although Oahu has four Department of Education districts.
4. An area with too small a population would have difficulty filling and financially supporting the large local boards mandated by the federal legislation. It would also receive insufficient funds to run programs. Yet, combining counties or parts of counties would mean added jurisdictional coordination between Mayors.
5. Hawaii County, which has the largest geographical area and differing economies in the east and west sides, still has government agencies and services in both East and West Hawaii which serve the single county.
6. The counties are well-established political divisions in Hawaii.

All Mayors agreed that the counties are the most appropriate designation. Further, the City and County of Honolulu meets the criteria for automatic designation because of population size. In May 1999, the Governor designated the four counties as workforce investment areas.

III.B.3.a.iii. Appeals process regarding designation

As of July 1, 2001, no appeals were made. If, in the future, a local government with a population of 500,000 or more requests and is denied designation as a local area, that local government may submit an appeal to the Workforce Development Council. The council would listen to the arguments from representatives of the local government and make a recommendation to the Governor.

If the appeal to the Council does not result in a local area designation, the local government may further appeal the designation decision to the U.S. Secretary of Labor, who, in accordance with WIA Section 116(a)(5), will make the final designation decision.

The original designation will continue while the appeal is in progress, and will be modified should the initial designation be overturned.

III.B.3.b. Regional Planning – Not applicable

the Council. In 1999-2000, those work groups focused on WIA implementation: performance measures, eligible training providers, youth services, special needs, and employment statistics.

As required by State law, WDC membership includes representatives from each of the four LWIBs as well as two of the four local elected officials (mayors) in the state. Each LWIB reports at each WDC meeting. All WDC agendas and minutes are sent to the LWIBs, and the LWIBs send their agendas and minutes to the WDC. Drafts of major policies are sent to the LWIBs for review and feedback before the WDC takes final action.

The WDC publishes frequent guidance memos, signed by the DLIR Director, the Governor's designee concerning all workforce development matters.

The WDC's Local Communities Committee considers and recommends technical assistance needs of the LWIBs and youth councils.

*III.B.1.b. Identify the actions that constitute a **conflict of interest** for any State or Local Workforce Investment Board member, including voting on any matter regarding the provision of service by that member or the entity that s/he represents, and any matter that would provide a financial benefit to that member or his or her immediate family [117(g), 111(f)]*

Conflict of interest would exist if a Board member or Youth Council member participated in a decision that would financially benefit that individual, an immediate family member of that individual, or an organization employing that individual. Each Board member and Youth Council member shall identify when a conflict of interest or a potential conflict of interest is possible. Such identification shall be voiced prior to any discussion regarding that matter. Should this be an issue requiring a vote, the Board or Youth Council member shall abstain from voting.

Neither membership on the Board or the youth council nor receipt of WIA funds to provide training and related services, by itself, violates conflict of interest.

For further guidance, see Appendix F for the federal 29CFR97,36(b)(3) and Chapter 84 of the Hawaii Revised Statutes which codifies the Standards of Conduct for members of **State (not county)** boards and commissions in the State of Hawaii.

*III.B.1.c.i. Identify the **criteria** the State has established to be used by the chief elected official(s) in the local areas **for the appointment of LWIB members** based on the requirements of section 117.*

1. The membership of Local Workforce Investment Boards (LWIBs) is to include all the required categories in Section 117 of the Workforce Investment Act.

III.B.1.g.3) The State's policy regarding the public merit-staffed delivery of Wagner-Peyser Act services

Wagner-Peyser Act activities will be provided by public merit staff in a One-Stop setting.

III.B.1.g.4) State guidelines for the selection of One-Stop providers by LWIBs

1. In addition to working with the required One-Stop partners, LWIBs may also encourage the optional One-Stop partners to participate.
2. Partners must agree to enter into a Memorandum of Understanding with the LWIB, delineating, with a five-year implementation timeline:
 - a. Role of each partner (services, implementation responsibilities)
 - b. How services will be funded
 - c. How operating costs of the One-Stop Career Center will be funded
 - d. How individuals will be referred between services
 - d. Coordinated employer services and job development, with a single repository of job orders and applications
 - f. Procedures for compliance with the Americans with Disabilities Act (ADA)
3. Each LWIB will select at least one One-Stop operator. If a consortium is not selected, LWIBs should, on a competitive basis, select the entity(ies) with the strongest qualifications in the following areas:
 - a. Documentation of sound fiscal procedures, integrity, and accountability
 - b. Defined management structure and organization chart
 - c. Plan for use and training of staff from partner agencies
 - d. Adequate coordination of partners
 - e. Infrastructure which provides sufficient space for partners and enables partners to interact electronically
 - f. Demonstrated understanding of and commitment to the One-Stop Career Center strategy of seamless service
 - g. Track record of achieving desired outcomes in the past

III.B.1.g.5) Procedures to resolve impasse situations at the local level in developing MOUs to ensure full participation of all required partners in the One-Stop system

If a Mayor documents to the satisfaction of the local area's WIB that the county has made every effort to resolve an impasse in the development of MOUs, the Mayor may request assistance from the WDC.

Within 30 days of receipt of the request, the WDC will appoint an *ad hoc* committee, with authority to arbitrate, to provide technical assistance, seek resolution among state partners if appropriate, and move the matter to a formal step toward closure. For formal steps, the committee will have a range of options. For example:

1. The committee may return the impasse to the county with instructions and a 30-day time frame on the next steps to be followed. If this local resolution fails, within 5 working days, the committee will immediately select an alternative dispute resolution process and/or begin to arbitrate.
2. The committee may select an alternative dispute resolution process provided by a community agency, to be completed within 30 days.
3. The committee may arbitrate, using as its basis, the WIA, its regulations, and the State Unified WIA Plan. The arbitration is to be completed within 30 days.

III.B.1.g.6) Reallocation Policies for adult employment and training funds

At the end of each program year the State will determine whether the four local areas have obligated at least 80% of the funds for each of the three funding streams.

For those cases in which at least 80% of the funds have not been obligated, the State, in cooperation with the local grant recipient, will determine the reason for the failure to obligate funds.

If it is determined that the failure to obligate funds was due to management problems, the State will provide technical assistance to the local area rather than deobligating funds for reallocation. The State will deobligate funds only if it can be demonstrated that there has been a substantial decrease in the local area's need for funds. Any funds that are deobligated will be reallocated in accordance with Sections 128(c) or 133(c) as appropriate.

III.B.1.g.7) State policies for approving transfer authority (not to exceed 20%) between the Adult and Dislocated Worker funding streams at the local level

Local boards wishing to transfer funds between the Adult and Dislocated Worker Programs will be required to submit a plan modification to DLIR no later than the end of the third quarter of the program year.

The modification must include a narrative justification for the transfer and revised budgets for the two programs. The narrative justification will include the following information:

- d. Outreach to out-of-school youth, followed by services, will increase.
- e. Adult mentors will be a primary strategy in youth services.
- f. Prevention strategies will be emphasized to reduce the number of school dropouts.

IV. Strategies for Improvement

*to move toward the State vision, to achieve the performance goals,
to ensure continuous improvement, to focus on services to meet customer needs*

IV.A. Leadership: Address the strategies the State Board and agency will use to enable the statewide workforce investment system to achieve its goals.

*IV.A.1. Describe the steps the State will take to **improve operational collaboration** of the workforce investment activities and other related activities and programs outlined in section 112(b)(8)(A), at both State and local levels (e.g., Will the State develop a template for acceptable MOUs? Will the State suggest cost allocation methodologies? Are there plans for cross training of State and local one-stop partner staff?, etc. --joint activities, MOUs, planned mergers, coordinated policies, etc.) How will the State Board and agencies eliminate any existing State-level barriers to coordination?*

The proof of operational collaboration will be integrated delivery of services to customers through the local One-Stop Centers. The MOUs provide the blueprint for that service delivery and ongoing maintenance of the One-Stops.

To improve the electronic connectivity between partners, the State WDD will lead the coordination between partners. By the end of Year 1, State partners will:

1. Gather criteria for partners' connectivity
2. Develop a plan, with benchmarks for reasonable progress
3. Describe the use of the Internet, LAN, WAN (local and wide area networks)
4. Make different systems talk to each other and provide user accessibility
5. Decide how to distribute information, with firewalls to protect confidentiality
6. Establish data warehouse of common elements
7. Establish links between partners
8. Allow partners to register, case manage, track customers
9. Control expense

To develop cross-agency staff teams, the State will meet with affected unions early to pave the way and address any civil service hurdles. The local One-Stop operators will lead cross-staff training and teaming between agencies; e.g., staff will learn the services,

policies, practices, and procedures of each partner so staff can make informed referrals. One-Stop operators will customize and simplify information about each partner so that staff can provide sister agency information to customers.

State-level barriers to coordination include turf issues between organizations, blurred roles and responsibilities between the State and counties and between the public and private sectors, shared governance over the educational institutions and the conflicts arising therefrom, and inexperience in the collaborative pursuit of the State's economic policy. These are long-standing barriers that permeate other issues as well as workforce development. Projects, such as the Millennium Workforce initiative and several action items in the Hawaii Workforce Strategic Plan (Appendix B), convene diverse organizations to solve problems together and build mutual trust.

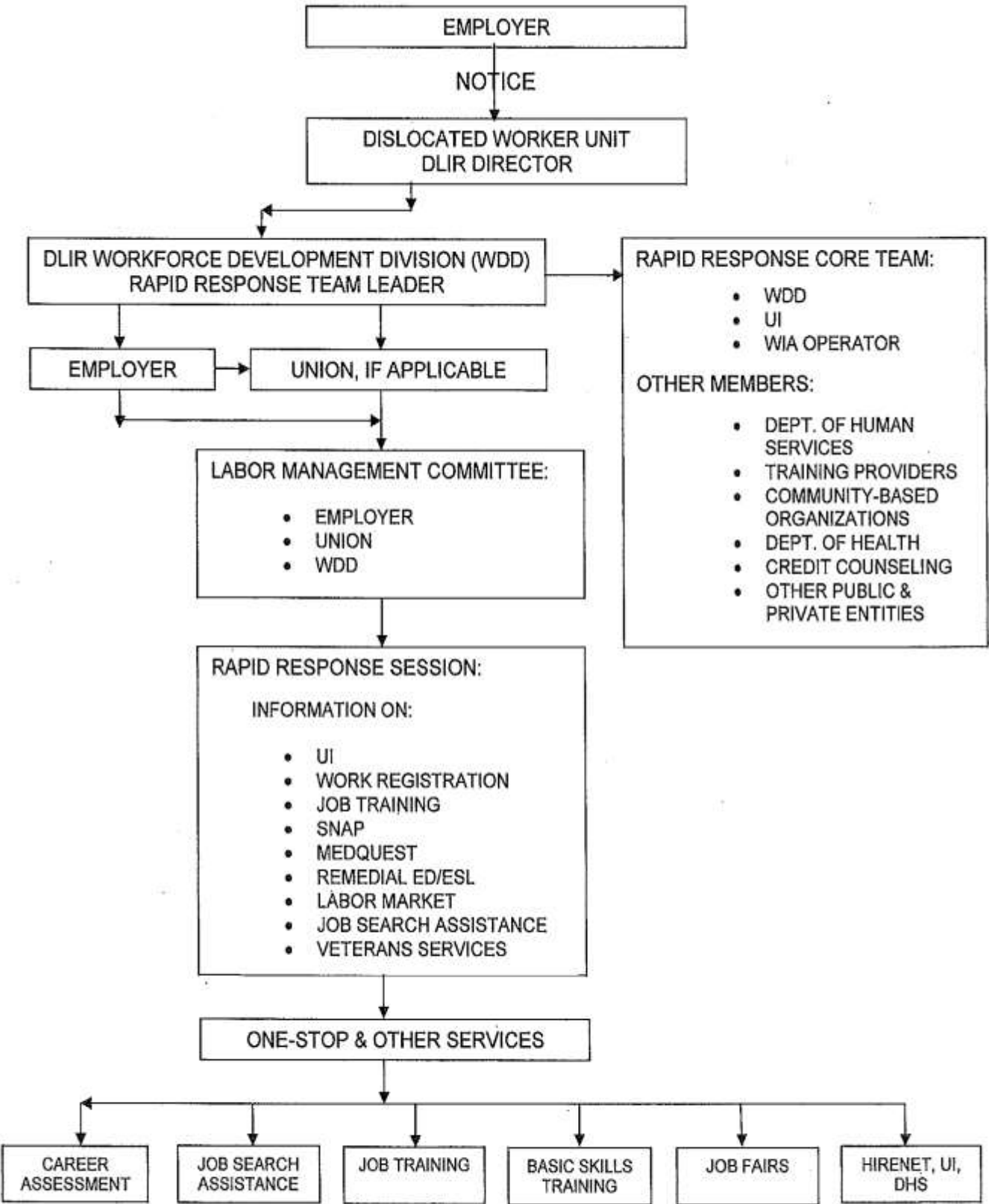
These workforce partners meet monthly to discuss coordination issues: Adult Education and Family Literacy, Community Colleges, Department of Labor & Industrial Relations, Job Corps, Office of the State Director for Career and Technical Education, and Vocational Rehabilitation. They share training opportunities and co-sponsored the introductory WIA workshop for their respective councils. Most importantly, they initiated the submittal of a Unified State Plan, including WIA Title I, Adult Education and Family Literacy, and Vocational Rehabilitation. Vocational Education is not included at this time. The State Vocational Education plan includes both K-12 and post-secondary education, and there are future plans for including them. Vocational Education's voice is included in Chapter 1.

IV.A.2. Describe how the State will help local areas improve the local One-Stop delivery system over the five-year life of the plan. Include a discussion of how the one-stop policies and requirements identified in Section III will promote system improvements, how the State will help local areas identify areas needing improvement, how technical assistance will be provided, and the availability of state funding for One-Stop development. Address any system weaknesses identified earlier in the plan.

The Workforce Development Council's identified areas for improvement are described at III.B.2.b. (page 29). Since Hawaii's One-Stop system is still under construction, hard data on which to base a system analysis has yet to be collected. The State will begin to collect this data and will continually identify areas needing improvement by analyzing performance and customer satisfaction data provided by the LWIBs to detect or anticipate problem areas in the operation of both existing and future One-Stop Centers. The State will discuss any identified One-Stop weakness with the appropriate LWIB(s) and will assist them in defining corrective action steps needed to resolve the problem. The State will periodically monitor results of corrective action taken to ensure that no other issues remain.

The State will complete the electronic links between partners during the final three months of the One-Stop grant, which expires October 31, 2000. The State is in the process of procuring a One-Stop operating system that will be available to the partners.

RAPID RESPONSE FLOW CHART



Eligible Training Providers Process

Background:

The State requested and received a waiver request which allowed the State to extend the current eligible training providers until December 31, 2014.

Purpose:

The purpose of this document is to describe the process for approving training providers on the State Eligible Training Provider List.

Process for Non-Automatic Designation as Eligible Training Provider:

1. Each LWIB will develop a solicitation in compliance with federal, state and County procurement requirements. The solicitation shall include the following:
 - a. Billing and Payment Procedures of the service provider for the WIA Adult and Dislocated Worker Programs; and
 - b. Certification that the training provider agrees to adhere to the deadlines specified in the services provider's billing procedures. (Attachment 1)

A hard copy of the application signed by the training provider's authorized signatory shall be maintained by the local area for verification during monitoring by the State.

- c. Compliant with Hawaii Compliance Express;
 - d. Valid Certificate of Liability Insurance for the amount of at least \$2 million in General Aggregate for each occurrence and includes the following language:

“The State of Hawaii including all of its departments and attached agencies, their officers, employees’ and agents are named as additional insured, as respects the named insured’s activities on their behalf.”

2. Each LWIB will review the training provider's application and recommend approval to the State.
3. The State will review and approve or disapprove the LWIB's recommendation and notify the LWIB of its decision.
4. If the training provider is approved, the LWIB will notify the training provider that they have been approved to be an ETP and provide the training provider with the following instructions:
 - a. Create an ETP log in account by going to http://dlir.state.hi.us/labor/etp/newprovider_form.cfm;
 - b. Create programs by following the instructions provided on the web page;
 - c. Identify whether each program is Short-Term Training Intensive or Long-Term Training as defined in Attachment 2; and
 - d. Click on the “Submit” button.
5. Once the training provider has completed its data entry, the LWIB will receive an e-mail notification that a training provider's program is awaiting for approval.
6. The LWIB is responsible for reviewing the training provider's information to ensure that the information is consistent with what was submitted on the paper application. If the LWIB determines that the training provider's program should be classified as Long-Term Training, then the LWIB has the authority to override the training provider's training classification from Short-Term Intensive Training to Long-Term Training.

7. Once the LWIB has completed its review, the State will receive an e-mail notification that a training provider's program is awaiting for approval.
8. If there are no issues, then the State will approve the training provider and the training provider's program and it will appear on the State ETP List.

Process for Automatic on Non-Automatic Designation as Eligible Training Provider:

1. Each LWIB will develop an application for the following training providers:
 - a. Postsecondary educational institution that is eligible to receive Federal funds under Title IV of the Higher Education Act and provides a program that leads to an associate degree, baccalaureate degree, or certificate; and
 - b. Entities that carries out programs under the National Apprenticeship Act.
2. The application shall include the following:
 - a. Billing and Payment Procedures of the service provider for the WIA Adult and Dislocated Worker Programs; and
 - b. Certification that the training provider agrees to adhere to the deadlines specified in the services provider's billing procedures. (Attachment 1)

A hard copy of the application signed by the training provider's authorized signatory shall be maintained by the local area for verification during monitoring by the State.

- c. Compliant with Hawaii Compliance Express, as applicable;
- d. Valid Certificate of Liability Insurance for the amount of at least \$2 million in General Aggregate for each occurrence and includes the following language:

"The State of Hawaii including all of its departments and attached agencies, their officers, employees' and agents are named as additional insured, as respects the named insured's activities on their behalf."

3. If the training provider is approved, the LWIB will notify the training provider that they have been approved to be an ETP and provide the training provider with the following instructions:
 - e. Create an ETP log in account by going to www.
 - f. Click on "Become an ETP"
 - g. Create programs by following the instructions provided on the web page.
 - h. Identify whether each program is Short-Term Training Intensive or Long-Term Training as defined in Attachment 2.
4. Once the training provider has completed its data entry, the LWIB will receive an e-mail notification that a training provider's program is awaiting for approval.
5. The LWIB is responsible for reviewing the training provider's information to ensure that the information is consistent with what was submitted on the paper application. If the LWIB determines that the training provider's program should be classified as Long-Term Training, then the LWIB has the authority to override the training provider's training classification from Short-Term Intensive Training to Long-Term Training.
6. If there are no issues, then the LWIB will approve the training provider and the training provider's program and it will appear on the State ETP List.