

WORKFORCE INVESTMENT

ACT TITLE 1B ANNUAL PERFORMANCE REPORT

**State of Hawaii
Program Year 2012
(July 2012 – June 2013)**



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WORKFORCE INVESTMENT ACT IN HAWAII



The Workforce Investment Act (WIA) of 1998 establishes the structure and relationship between national, state, and local workforce investment activities and focuses on occupational skill attainment, employment, job retention and earnings while improving the quality, productivity, and competitiveness of the workforce and reducing welfare dependency for citizens. This report provides a summary of WIA financial, participant and performance information for Program Year (PY) 2012, July 1, 2012 through June 30, 2013.

Introduction

Last year, close to 1,600 Hawaii residents received workforce services from the State's network of 4 full-service, 5 satellite and 2 intermittent American Job Centers located throughout the state. Each Center consists of a group of employment and training providers linked electronically and/or co-located at a physical site to improve service delivery to customers.

The network enables partner agencies to better coordinate operations and services. Despite the decline in Federal funding that led to closure of or reduced services at three satellite offices, ten Centers are open Monday to Friday on all major islands.

Job Seekers can access a variety of job and training information and services that range from creating

a self-help job search plan and independent use of laser printers, copiers, fax machines, and telephones in Center Resource Rooms to asking One-Stop staff for employment counseling and training assistance if eligible under program criteria.

Employers have access to a wide pool of applicants and may place job orders for local and/or national exposure. A wide scope of labor market information and data is easily available. Employers can contact American Job Centers directly or access information via the internet.

In addition, labor market and occupational information and reports are available online through HireNet Hawaii.

(Continued on page 3)

WIA IN HAWAII (CONTINUED)

Workforce Vision and Goals

Governor Neil Abercrombie's biggest economic priorities, as identified by the private sector of entrepreneurs and businesses of all sizes, are in the emerging sectors of clean energy, agriculture, high-tech, creative enterprises, and bringing core industries into the 21st Century. Government's role is to provide proper supports and incentives, build the public infrastructure, provide efficient services, open up markets, and help develop the workforce. The Governor's vision, the New Day Plan, articulates three high priority goals for Hawaii:



Goal 1 – Growing a Sustainable Economy

Policy priorities are to:

- Conduct joint planning with workforce development partners to identify ways to address workforce skill gaps and support the state's economic development particularly in the areas of food and energy self-reliance, clean, renewable energy, and capital improvements.
- Focus efforts on targeted industries that propel the state's economy and have the greatest impact on job creation e.g. invest in improving customer service, culture, arts and creative industries training to advance sustainable tourism, the main economic driver in Hawaii.

Goal 2 – Investing in People

Policy priorities are to:

- Work with business to identify both short- and long-term workforce needs;
- Make sound investments to ensure Hawaii's workforce is trained to meet business-identified needs, allowing business to compete and prosper in the global marketplace and allowing individuals to earn wages to sustain themselves and their families; and
- Support the advancement of the incumbent workforce, underemployed and unemployed.

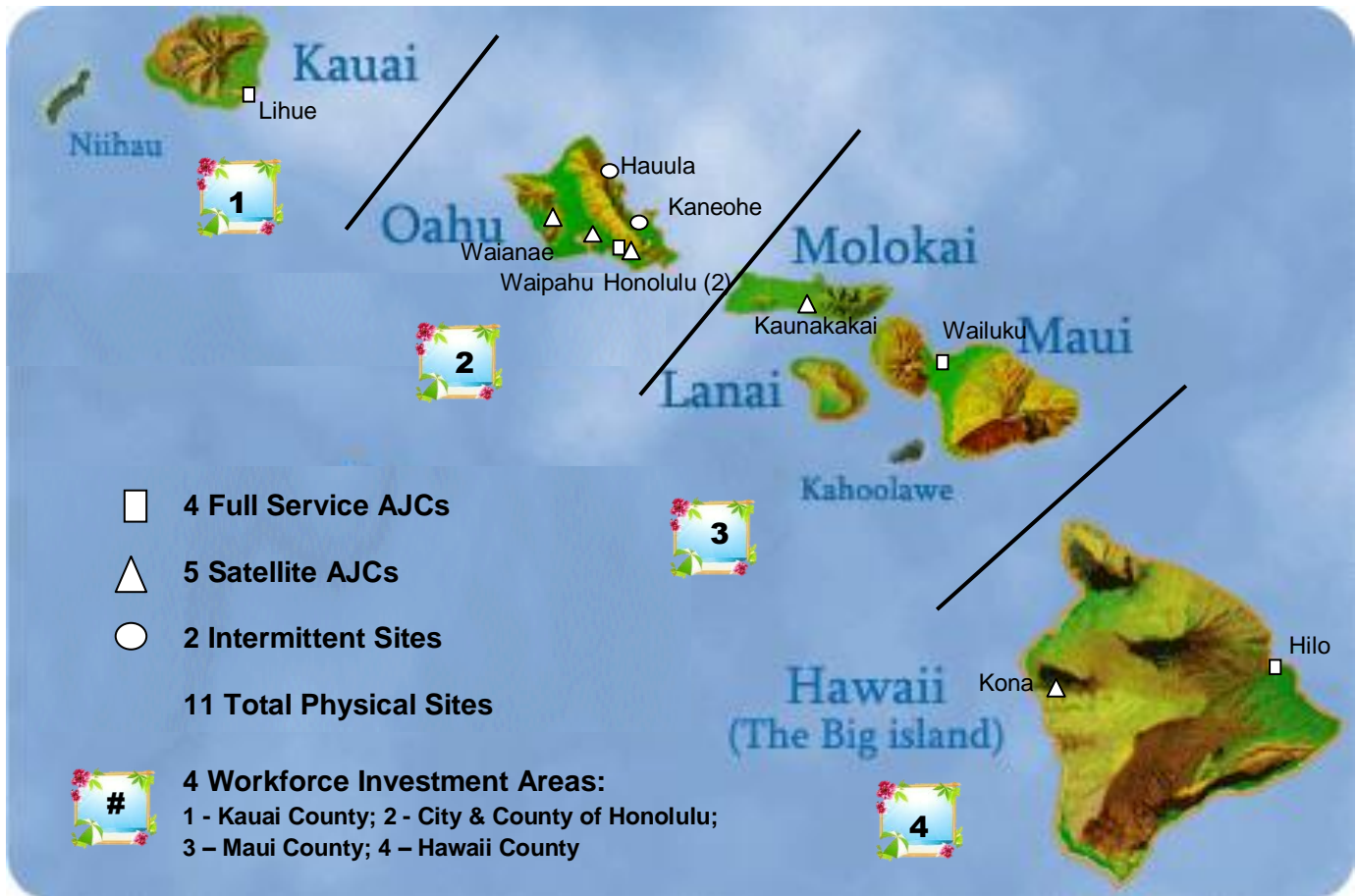
Goal 3 – Transforming Government

Policy priorities are to:

- Align existing workforce programs to priorities identified by business and reduce duplication of programs and services.
- Streamline information technology including reducing redundant systems, reducing costs, fostering innovation, and ensuring security to improve customer service.
- Rebuild confidence in government and how tax dollars are spent by developing stronger partnerships through increased collaboration and coordination and improved transparency.

HAWAII'S AMERICAN JOB CENTER SYSTEM

American Job Centers (AJCs) in all four counties provide services to local businesses, and employed and unemployed job seekers. County governments, as the Center Operators, take the lead with organizing service providers in delivery of various employment and training services to local customers. Job search assistance and recruiting services for employers are available at the local AJCs listed at <http://labor.hawaii.gov/wdd/onestop/>.



Each of the four local areas maintains commitments and partnerships with many businesses, academic partners, and state and local government officials. The Local Workforce Investment Boards, with support from local elected officials and state and local partners, work with the local areas to oversee WIA programs and services.

THE ECONOMY AND JOBS

Hawaii's economy improved measurably from July 2012 to June 2013 (PY 2012). Tourism and its related industries including hotels, restaurants, airlines, and retailers was the primary driver of this recovery. Higher permitting activity was an indicator that the construction industry is poised to contribute jobs to the economy. Other evidence of recovery can be found in the labor market information produced by the Research and Statistics Office:

- Total nonfarm jobs increased by 1.3 percent over the year.
- The unemployment rate declined by 1.3 percentage points during PY 2012;
- Hawaii's unemployment rate in PY 12 was 0.5 percentage point lower than it was in PY 2008, whereas the national average unemployment rate in PY 12 was 0.2 percentage point higher than the rate in PY 2008;
- Employment in Hawaii has grown 1.0 percent during PY 2012; and
- With the economic recovery finally gaining strength, short-term job growth will outpace long-term growth in key industries.

In the June 2013 monthly report, Hawaii's nonfarm job count was estimated to be 611,900, a net increase of 7,600 jobs, or 1.3 percent, over the same month a year ago. Notable industry growth was experienced in:

- Leisure and Hospitality (3,200 jobs, 3.0 percent);
- Mining, Logging, and Construction (2,400 jobs; 8.2 percent); and
- Other Services (2,000 jobs, 7.6 percent).

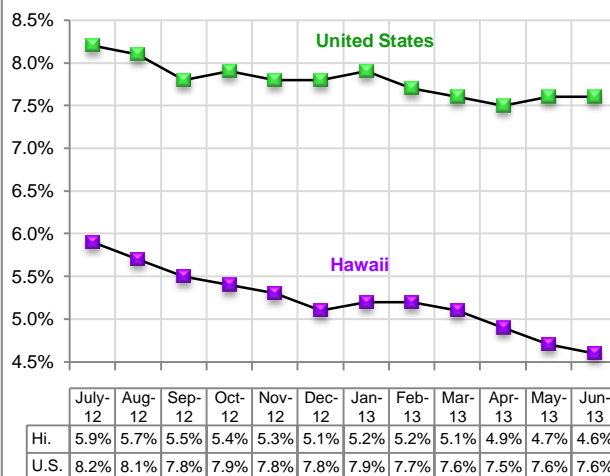
Hawaii Jobs by Major Industry Group, June 2012 - June 2013

Industry	June 2012	June 2013	Year-Ago Change	
			Net	Percent
Total Nonfarm	604,300	611,900	7,600	1.3%
Mining, Logging & Construction	29,300	31,700	2,400	8.2%
Manufacturing	13,200	12,900	-300	-2.3%
Trade, Transportation, & Utilities	114,000	113,600	-400	-0.4%
Information	7,700	8,100	400	5.2%
Financial Activities	27,100	27,500	400	1.5%
Professional & Business Services	76,800	76,900	100	0.1%
Education & Health Svcs.	76,400	76,900	500	0.7%
Leisure & Hospitality	107,700	110,900	3,200	3.0%
Other Services	26,200	28,200	2,000	7.6%
Government	125,900	125,200	-700	-0.6%

Data are not seasonally adjusted. June 2013 data is preliminary.

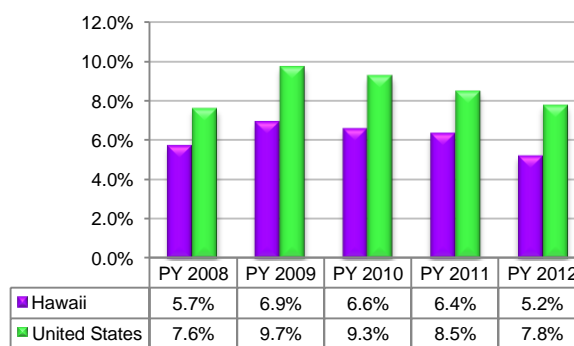
During program year 2012, Hawaii's unemployment rate declined significantly, from 5.9 percent in July 2012 to 4.6 percent in June 2013. The U.S. unemployment rate did not fare as well and, therefore, the state's jobless rate is now three full percentage points lower than the national rate of 7.6 percent.

PY 12 Unemployment Rates in Hawaii and the United States (Seasonally-Adjusted)



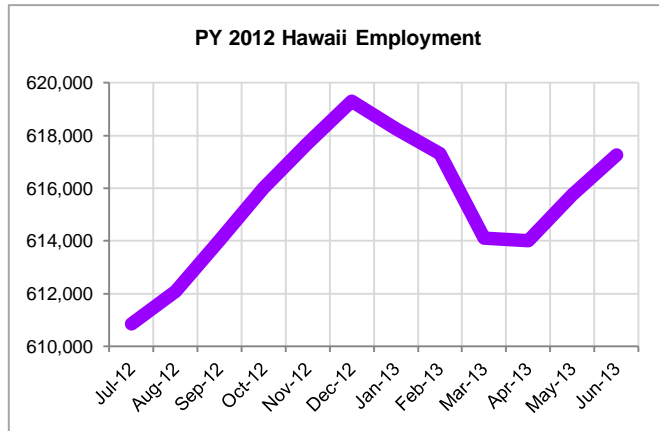
During PY 2012, Hawaii's unemployment rate averaged 5.2 percent, compared to 7.8 percent nationally. The average unemployment ratio in Hawaii and the U.S. both peaked in PY 2009 at 6.9 and 9.7 percent, respectively. In PY 2008, Hawaii's rate was 5.7 percent and the national rate was 7.6 percent. From the chart, you can see that Hawaii's rate in PY 2012 is lower than it was in PY 2008. That is not the case with the nation as a whole.

Average Unemployment Rates in Hawaii and United States (PYs 2008-2012)



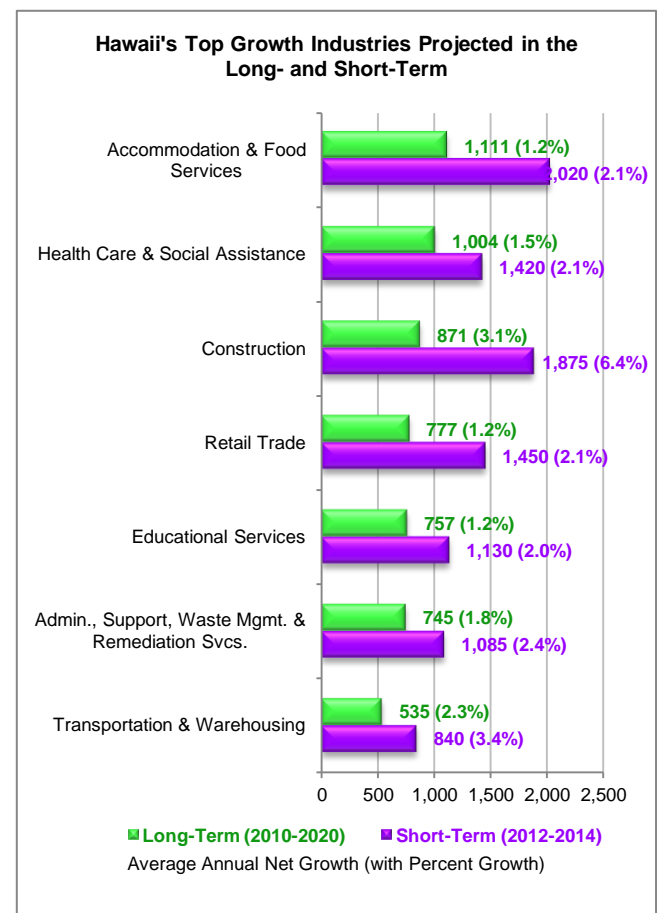
The Economy and Jobs (Continued)

Employment in Hawaii rose by 6,400 jobs or 1.0 percent, from 610,850 in July 2012 to 617,250 in June 2013.



Over the long-term, Hawaii's workforce is projected to expand by 11.7 percent by 2020, an increase of 76,100 jobs. This translates into 1.2 percent growth per year. However, because of the upswing in Hawaii's economy, the short-term forecast is much rosier. Forecasted growth for the third quarters of 2013 and 2014 is 2.0 percent annually. Some of the key industries fueling this economic revival are those expected to produce the greatest net job growth: Accommodation and Food Services; Health Care and Social Assistance; and Construction.

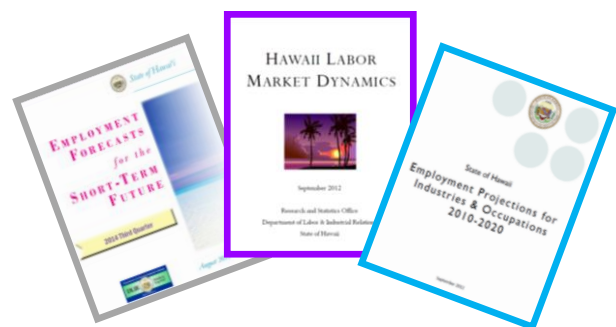
The following chart illustrates how the short-term forecast has more rapid growth than the long-term outlook.



The Research and Statistics Office ("R&S") is the State labor market information entity that conducts major research activities on Hawaii's workforce and publishes results for different target audiences. R&S is one of the collaborators for the Community College Career Technical Training Grant (C3T) and a prime collaborator with the Workforce Development Council on the Workforce Data Quality Initiative (WDQI).

Positive signs of an economic recovery fueled interest in unemployment conditions and employment projections. In response, the following customized information products and services were created:

- Short-term industry and occupational employment projections for 2012-2014



- Annual Labor Market Dynamics report presenting 2012 job trends State and Counties
- Long-term industry and occupational employment projections for 2010-2020 for the Counties and a revision of the State figures

Hawaii Employment Projections by Major Occupational Group

Occupational Group	Long-Term (2010 - 2020)				Short-Term (2012 Q3 - 2014 Q3)			
	Average Annual Growth	Average Annual Openings			Average Annual Growth	Average Annual Openings		
		Growth	Replacement	Total		Growth	Replacement	Total
Total, All Occupations	1.2%	7,860	15,720	23,570	2.0%	13,490	16,390	29,880
Food Preparation & Serving Related	1.2%	810	2,560	3,370	2.0%	1,500	3,250	4,740
Office & Administrative Support	0.8%	850	2,000	2,850	1.6%	1,550	2,030	3,590
Sales & Related	1.2%	790	2,020	2,810	2.1%	1,440	2,310	3,750
Transportation & Material Moving	1.4%	580	1,000	1,570	2.1%	890	1,010	1,900
Education, Training, & Library	1.3%	580	940	1,520	2.0%	820	810	1,630
Construction & Extraction	2.0%	670	740	1,410	4.3%	1,500	720	2,230
Management	0.5%	300	990	1,290	1.4%	700	930	1,630
Building, Grounds Cleaning, Maintenance	1.2%	480	700	1,180	2.0%	820	670	1,500
Personal Care & Service	2.1%	520	590	1,110	2.7%	670	600	1,280
Healthcare Practitioners & Technical	1.4%	380	570	950	2.0%	570	520	1,090
Business & Financial Operations	1.3%	340	550	890	1.9%	520	520	1,040
Installation, Maintenance, & Repair	1.3%	320	560	880	2.1%	540	540	1,080
Protective Service	1.2%	260	500	750	1.7%	380	530	910
Healthcare Support	1.6%	250	240	490	2.2%	370	220	590
Arts, Design, Entertainment, Sports, Media	0.8%	130	360	480	1.8%	240	330	560
Production	0.6%	100	330	430	1.5%	280	330	610
Community & Social Service	1.3%	140	240	390	1.8%	200	230	420
Computer & Mathematical	1.6%	170	200	370	1.9%	200	180	380
Life, Physical, & Social Science	0.9%	70	230	290	1.2%	90	230	330
Architecture & Engineering	0.6%	70	210	290	0.8%	90	200	300
Farming, Fishing, & Forestry	0.6%	30	140	160	1.4%	70	160	230
Legal	0.7%	30	70	100	1.0%	40	70	110

Another factor to consider when examining job growth is not just new jobs being created, but also the openings that occur when someone leaves a position due to retirement or other reasons. Over the long-term, between 2010 and 2020, an estimated 23,570 job openings are expected each year. About 7,860 are due to job growth and the remaining 15,720 due to replacement needs. Due to the momentum of the current economic upswing the short-term forecast estimates 29,880 job openings each year between the third quarter of 2012 and the same quarter in 2014.

Overall, Hawaii's economy is progressing well as evidenced by the lower rate of joblessness, higher job counts, and positive employment projections. Construction is beginning to pick up steam and the visitor industry, which involves accommodations, food service, transportation, and retail trade, will continue to be strong.

WORKFORCE INVESTMENT ACT AND RELATED PROGRAMS

WIA ADULT PROGRAM

The WIA Adult Program provides a wide range of workforce development activities to advance the basic and occupational skills of low-income adults to increase their employment, job retention and earnings. Priority for intensive and training services is given to recipients of public assistance and other low-income individuals. All participants must be 18 years of age or older and a United States citizen or noncitizen authorized to work in the U.S. Males must also meet the additional requirement of registration for Military Selective Service.

WIA Adult Services

The WIA Adult Program offers participants three levels of service through American Job Centers: core, intensive and training.

Core services - Include use of the Department of Labor and Industrial Relation's (DLIR's) electronic job board (HireNet Hawaii) for job matching assistance, outreach, and labor market information; available to all job seekers.

Intensive services - Include employment preparation, resume-writing, comprehensive assessment of skill levels and service needs, development of individual employment plans, and provision of career planning and vocational counseling.

Training services - Those who are unable to find employment through intensive services may receive training, which includes basic skills, occupational skill upgrade training and/or on-the-job training. Employment counselors advise customers on the use of Individual Training Accounts to pay for courses selected from a list of eligible training providers.

Homeless No More



No matter how hard he tried, Duane Rodrigues had been unsuccessful in landing a job. Unemployed since July 2003, a discouraged Duane was living at Holomau Na Ohana Onemalu Housing for the Homeless with his fiancé and 2 children when he decided to access services at the Oahu WorkLinks, (OWL) Waianae Center.

In February 2009 he began attending workshops on Job Search, Self-Discovery and Resume Writing. Within a few months, the Certified Commercial Driver's training captured Duane's interest, leading him to enroll at the Professional Driving Academy. Completion of two months of training built his self-confidence and launched Duane on 5 months of extensive job search through HireNet, the newspapers, and job leads from his case manager. The intense effort paid off when he began work as a Truck Driver for Aiwahi Brothers Trucking Company in March 2010.

After 6 months, Duane saved enough to move his family from the shelter into a house. Amazingly, OWL was able to double their success by helping his fiancé acquire her Commercial Drivers License and first driving job with Kalaka Nui Inc. Duane still works for Aiwahi Brothers but things got even better when his fiancé joined him there last May. They both credit OWL with helping them hone their skills and are grateful for the good-paying jobs that raised them out of homelessness.

WIA DISLOCATED WORKER PROGRAM

The WIA Dislocated Worker Program provides employment and training services to individuals who lose their jobs because of layoffs, plant closures, or downsizing. The program works to increase the employment and retention of dislocated workers by increasing their job readiness, educational attainment, occupational skills, and by connecting them to in-demand occupations.

A dislocated worker is an individual who:

1. Has been terminated or laid off, is eligible for or has exhausted unemployment insurance benefits, and is unlikely to return to a previous industry or occupation; or
2. Has been terminated or laid off or received notification of termination or layoff from employment as a result of a permanent closure or substantial layoff; or
3. Was self-employed (including employment as a farmer, a rancher, or a fisherman) but is unemployed as a result of general economic conditions in the community or because of a natural disaster; or
4. Is a displaced homemaker who has been providing unpaid services to family members in the home and who has been dependent on the income of another family member but is no longer supported by that income and is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.

WIA Dislocated Worker Services

Like the Adult Program, a variety of core, intensive, and training services are available to help dislocated workers prepare for new jobs. These services are intended to help them get back into the workforce quickly and with skills that are needed by Hawaii's employers. In addition to the WIA Dislocated Worker Program, other programs provide specialized services to dislocated workers:

National Emergency Grants - Address large-scale layoffs and other unexpected events such as natural disasters.

Rapid Response - Provides early intervention assistance designed to transition workers to their next employment as soon as possible. Rapid response services were provided to employees of Tesoro Refinery on Oahu, Keauhou Beach Resort in Kona, and various employers statewide. Information on Unemployment Insurance, training and other services was provided to affected workers.

These rapid response services followed notices of permanent closures or mass layoffs to enable dislocated workers to transition to new employment quickly.

National Emergency Grant

National Emergency Grants (NEGs) are WIA funds that enable states and local areas to respond to unexpected events that cause significant job loss. This \$601,873 NEG reimbursed employers for extraordinary costs of hiring and training dislocated workers who were jobless for 20 weeks or more at a rate of 50%-90% of the participant's wages.

On-the-Job Training (OJT) – A total of forty-three (43) participated in this NEG that ended in September 2012. Forty-one (41) persons or 95% were employed at the end of the grant period, with thirty-one (31) remaining with their OJT employer and the other nine (9) finding employment in occupations similar to their training.

Dislocated Worker Success Stories

Flying High Again



Sheree-Lynn Sakai was an Aloha Airlines flight attendant for 22 years. When the airline shut down, she experienced fear and anxiety and wasn't sure she could do anything else.

Oahu Worklinks held several job fairs and educational seminars to help the ex-airline employees. Sheree-Lynn

attended the Job Readiness

and Job Search workshops, learned to prepare her resume and post it online. After researching jobs in-demand, she seized the opportunity to be retrained to make herself marketable. Sheree-Lynn didn't have any computer skills so she finished college and acquired a certificate in Office Administration and Technology.

Sheree-Lynn began working for Ka Pa'alana Traveling Preschool Homeless Family Education Program on July 1, 2008 and is still employed at the non-profit after five years. She absolutely loves her job as a parent educator for those who live in emergency or transitional shelters, and public housing. Sheree-Lynn teaches various classes on writing resumes, preparing for interviews, and applying for jobs online. The program she works for even charters a bus to transport clients to job fairs and pays their admission fee.

As a teacher at the Waianae Pai'olu Shelter, Sheree-Lynn utilizes resources at the Waianae Oahu Work Links Center which is located next door. She walks her clients over to use the computers to register in HireNet to search for jobs or enroll in training programs provided by Oahu WorkLinks. Some of her clients are nervous about walking in alone. She is able to provide reassurance because she knows what they are experiencing because of what she went through when she was dislocated from Aloha Airlines.

Sheree-Lynn appreciates the assistance and support that Waianae Oahu Work Links provides to her and her clients.

Gamut of Services

In October 2011, Tisha Bernardo lost her job with United Public Workers (UPW), as a Membership Services Representative. When referred to WorkWise Kaua'i through the Reemployment and Eligibility Assessment (REA) Program, she decided to switch careers to Office Administration.

Toward this end, Tisha updated her computer skills through a short term course in Excel paid for by the WIA Dislocated Worker program. Her Case Manager also arranged for placement in a Work Experience Employment Service Receptionist slot where she worked briefly before being hired for a Front Office Receptionist position with Kauai Dermatology in May 2012.

The employer was immediately informed about the National Emergency Grant On-the-Job Training (NEG OJT) program. After a check to confirm the company's eligibility to participate, a contract was drawn to reimburse the company for 90% of Tisha's starting wage of \$14.00 per hour. Due to her good rapport with patients and being a fast learner, upon completion of the NEG OJT, Kauai Dermatology hired Tisha and increased her pay to \$17.00 an hour.

WIA YOUTH PROGRAM

The WIA Youth Program prepares eligible low-income youth, ages 14-21, for employment and/or post-secondary education through strong linkages between academic and occupational learning. The program serves in-school and out-of-school youth, youth with disabilities and low literacy rates, and others (foster child, homeless, pregnant or a parent, offender or runaway) who may require additional assistance to complete an educational program or enter employment. Males, 18 years of age or older must also meet the additional requirement of registration for Military Selective Service.

WIA Youth Services

Youth participants have access to one or more of the 10 federal and 1 state program elements. These elements are:

1. Tutoring, study skills, and dropout prevention;
2. Alternative education;
3. Summer employment when linked to academic and occupational learning;
4. Paid and unpaid work experiences;
5. Occupational skills training;
6. Leadership development;
7. Supportive services;
8. Adult mentoring for 12 months;
9. Follow-up services for 12 months; and
10. Comprehensive guidance and counseling.
11. Financial Literacy

The year-round youth program emphasizes basic skills competencies, academic and occupational training, and exposure to the job market and employment.

Constructing a Career Path



Va'a Va'a grew up in American Samoa where he was raised by his uncle, aunt and cousins. He was getting into fights during high school so his family sent him to Hawaii to keep him out

of trouble. Here he met the girl of his dreams but dropped out of school because he could not complete the school credits in time to graduate with his class.

After two years, having a baby and girlfriend to support, Va'a realized he needed to do something with his life. He enrolled in the WIA Youth Program to acquire his Competency-Based High School (C-Based) diploma and was later co-enrolled in YouthBuild. He received weekly stipends through YouthBuild which were used to support his daughter who was his motivation for completing the program. He discovered a passion for carpentry while attending the Building Industry Association (BIA) of Hawaii training. Va'a was an excellent student and really liked working with power tools and building things by hand. He also enjoyed renovating public housing units.

Va'a completed both programs after earning a C-Based Diploma, as well as the industry recognized pre-apprenticeship BIA certificate which includes certifications for Cardiopulmonary Resuscitation (CPR), Automated External Defibrillator (AED), and Occupational Safety and Health Administration (OSHA). Va'a now works for the Honolulu Freight Service as a warehouse/ loader and receiver where he loves his job and is thrilled with his success.

Youth Success Stories

A Sustainable Legacy



The 2013 Kauai About Face In-School Class got their hands dirty this summer. In partnership with Lihue

Court Townhomes and Boys and Girls Club, they built a fully functional Aquaponic garden with recycled materials in a week-long class taught by Middle School teacher Justin Carvalho.

Aquaponics is a sustainable method for growing food that combines raising fish and plants in a symbiotic environment that maximizes use of energy and nutrients. Under “Uncle” Justin’s guidance, they screened, washed and arranged rocks, and learned to use screwdrivers, hammers, pipe cutters, saws, drills and painting gear to construct their project. They pulled nails and screws from used wood, cut it to measure, and built a frame for the unit. They then cut and painted cooking oil barrels to make the beds and fish tank. Recycled PVC pipes were used for the pump and drain systems.

The weather was hot and sticky, but no one complained. They all did new things, many times out of their comfort zone, learning a whole lot, and ending with a great sense of accomplishment in helping the housing unit become more self-sufficient.

The Family Rock

For the sake of the story, this participant will be called “Koa” because he is Hawaiian, fast growing and strong with an innate beauty. Koa grew up in a large, chaotic family, in cramped quarters with too little money but lot’s of love. He is a big, tough looking guy who rarely talks or smiles which is misleading because he is the first to notice when someone needs help or cheering up.

A lot was going on the year Koa came into the program - a move back to Hawaii to avoid gang

activity on the mainland, parents fighting, getting a divorce, 12 kids living in a 2 bedroom house with the help of a tent outside. With Mom struggling to raise so many children, Koa did not get a lot of attention.

Koa did most things right that year, participating in About Face, the WIA Youth Program, high school football and hula, but his grades suffered and he failed his senior year. This is the guy everyone leans on. His mom calls him “my rock.” It was a bit of a shock to everyone, but Koa just dug in, repeated the 12th grade and kept things together in his quiet, thoughtful way. Happily, he graduated this year and accepted a referral to the Wai’ale’ale Project at Kauai Community College where he is now a student. The best part is that not only did Koa enroll, but he inspired his mom to enroll as well!

Turnaround

Teyden recently moved from Alaska to the Big Island of Hawaii. He was very polite but it soon became clear that Teyden had no real interest in school as reflected in his being held back a grade. Disillusioned, Teyden was on the brink of dropping out to seek a General Education Development (GED) certificate instead.

Persuaded that Teyden had the ability to excel in school, Paxen, the Youth Provider, continually emphasized the importance of completing high school. Through case management sessions, activities and conversations with Teyden, staff convinced him that a high school diploma would open doors that a GED certificate could not.

A large incentive for Teyden was his interest in a military career. Teyden wasn’t sure if he wanted a future in the Army, Air Force, Navy or Marines, but he knew he wanted choices that academic achievement could provide.

Over the course of a year, Teyden committed to tutoring and other activities that would help turn his academic career around. He raised his grade point average from a failing 1.8 to an honor roll 3.65. Teyden is happy with his accomplishments and now has the options he desired. His parents cannot believe the change they see and are very proud of him.

PY 2012 WIA WAIVER USAGE

In PY 2012, Hawaii received the following USDOL waivers that support workforce development activities and provide maximum flexibility for employers and job seekers utilizing WIA programs and services. These waivers are consistent with key guiding principles that align workforce development with state and regional economic development, improve outcomes through cross-program alignment, provide dual-customer focus by matching investments in job seekers with employer needs, and strengthen Hawaii's delivery system by easing administrative burdens.

1. Waiver of WIA Section 133(b)(4) to increase the allowable transfer of funds between the Adult and Dislocated Worker local formula funds allocated to a local area.

Hawaii's limit on the transfer of funds was raised from 30% to 50% to allow for flexibility in serving the targeted populations in the each local area. Although there appeared to be a greater need in serving Dislocated Workers, the Local Areas did not chose to apply the waiver in Program Year 2012 due to sufficient funds carried over from the previous year and the award of discretionary funds through the National Emergency Grant (NEG). With these additional funds, the Local Areas were able to provide occupational training, including on-the-job training, to eligible dislocated workers.

2. Waiver of the requirement at WIA Section 123 to competitively procure providers for four of ten Youth Program elements (supportive services; follow-up services; work experience; and comprehensive guidance and counseling).

Under this waiver American Job Centers or partner agencies are allowed to directly provide comprehensive guidance and counseling, work experience, supportive and follow-up services.

The City and County of Honolulu, Oahu WorkLinks, has incorporated this waiver in their Youth Program design. It enabled the agency to strengthen and expand their WIA integrated service delivery system to all registrants. Youth Program operations are better managed through consistent application of policies and procedures on the provision of activities and services to youth while permitting individual choices.

The revised service design helped the City exceed all measures which contributed significantly to the State meeting or exceeding all Youth Program goals.

3. Waiver of Section 101(8)(C) requiring the contribution of 50% of participant wages for customized training. The waiver will allow the use of a sliding scale from 10% to 50% employer contribution based on the size of the employer.

None of the Local Areas used the waiver for Program Year 2012. However, the waiver is still in effect for Program Year 2013 to allow the local areas the flexibility of utilizing the scale when negotiating with prospective employers and to offer consistency with the On-the-Job Training activities.

4. Waiver of the provision at 20 CFR 663.530 that prescribes a time limit on the period of initial eligibility for training providers on the Eligible Training Provider List.

This waiver suspends the requirement to move training providers from initial to subsequent eligibility after two years thus reducing the administrative burden and costs associated with data collection, review and evaluation mandated by the next level.

This frees the State and Local Areas to focus on the requirements for initial eligibility when soliciting and selecting training vendors. With the certainty of continuation of training, vendors may update and revise their applications instead of reapplying every two years.

Waiver usage has attracted more training providers which helps to broaden customer choice by increasing training options, ultimately contributing to successful outcomes.

(Continued on page 14)

PY 12 WIA Waiver Usage (Continued)

5. Waiver of WIA Section 101(31)(B) to increase the employer reimbursement for On-the-Job Training.

Hawaii was granted a waiver from the minimum 50 percent employer contribution for On-the-Job Training (OJT), to permit Local Areas to use a sliding scale for the employer contribution based on the size of the business. At a maximum, companies with 50 or fewer employees could be reimbursed up to 90 percent of the trainees' salary, without exceeding 90 percent of the State's average wage of \$20.50 (\$18.45) per hour.

Local areas were able to expand employer participation through the use of this waiver, especially for the OJT NEG, which was dedicated entirely toward the OJT activity. Because of its relatively high cost, only a few OJTs were developed under WIA formula funds, but the waiver encouraged more small employers to participate based on the higher reimbursement rates available. OJT participants were usually retained after contract completion, which helped improve employment rates.

6. Waiver of 20 CFR 666.100 to exclude the credential attainment performance outcome for participants enrolled in On-The-Job Training in the credential performance measure calculations.

This waiver allowed the Local Areas to work with small employers, who had innovative and rewarding occupations, but did not have the industry-recognized credential to offer. Hawaii employers tend to be small but they are willing to train participants. The waiver enabled staff to offer OJTs without the credential requirement which would have precluded small employers from participating.

7. Waiver of the prohibition at 20 CFR 664.510 on the use of Individual Training Accounts for older and out-of-school youth.

Eligible older youth were co-enrolled into the Adult Program to allow for more training options. Many of the older youth prefer short term training and employment rather than enrollment into a long term training program or services designed to keep a person in school to obtain a diploma.

8. Waiver of Section 134 (a)(2)(B)(iii) and 20 CFR 665.220 (e) to exempt a state from the requirement to provide local workforce investment areas incentive grants.

This waiver allowed the State to eliminate the distribution of incentive grants for exemplary performance and coordination and cooperation thereby reducing the administrative burden of evaluating, calculating and modifying contracts for the small amounts of available funds. In the past, funds amounted to less than \$2,000 for the two incentive grants. This waiver was particularly essential due to the reduction of Administrative funds retained at the State level from 15% to 5%. Local areas agreed that the actions needed to distribute the funds would be better used to provide technical assistance and coordination among all the areas.

9. Waiver of WIA Section 129(b)(2)(C) and 20 CFR 665.200(h) to exempt the state from the requirement to provide additional assistance to local areas that have high concentrations of eligible youth.

This waiver allowed the State to eliminate the distribution of incentive grants to targeted areas thereby reducing the administrative burden of evaluating, calculating and modifying contracts for such small amounts of available funds. In the past, funds amounted to less than \$1,500 between two local areas. This waiver was particularly essential due to the reduction of Administrative funds retained at the State level from 15% to 5%. Local areas agreed that the actions needed to distribute the funds would be better used to provide technical assistance and coordination among all the areas.

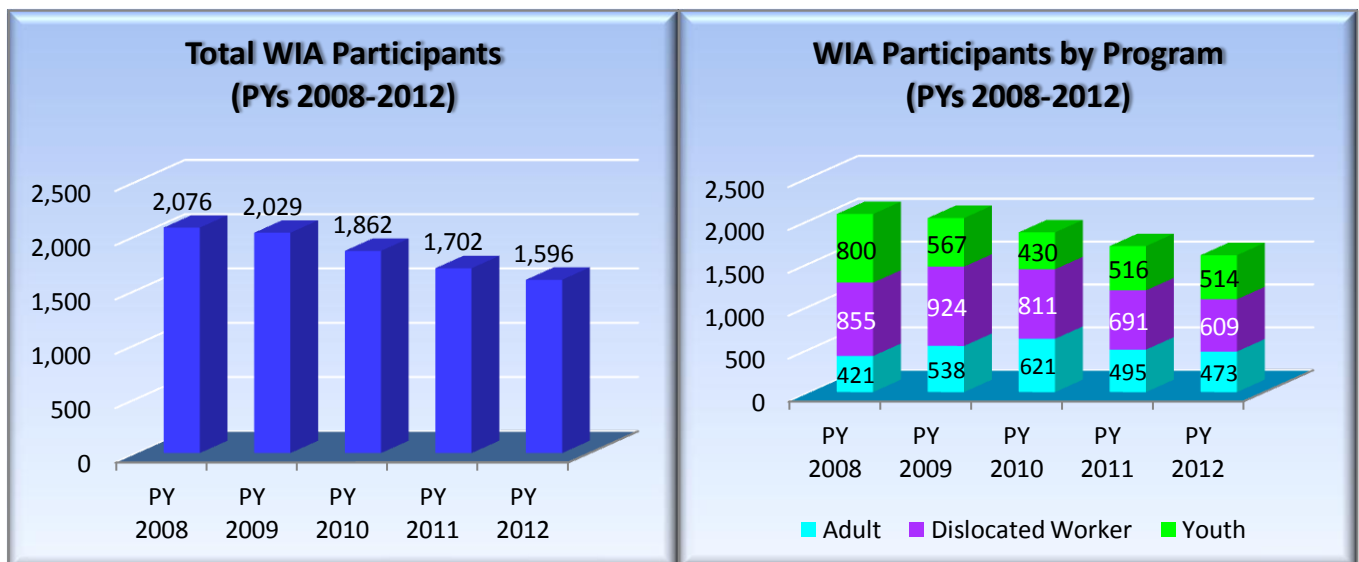
PY 2012 WIA PARTICIPATION SUMMARY

Hawaii's WIA Program serves eligible adults, dislocated workers, and youth (ages 14-21) through its network of American Job Centers. Center resources are used to help unemployed and underemployed workers learn new skills and acquire employment. Within the American Job Centers the WIA programs provide comprehensive skills assessments, counseling and career planning, basic skills and occupational training, access to labor market information, job search and placement assistance to increase employment, employment retention and earnings of participants.



In PY 2012:

- 1,596 Hawaii residents received WIA-funded services, an enrollment decrease of 6% from the previous year.
- Hawaii enrolled 473 adults, 609 dislocated workers, and 514 youth in WIA services.
- The Dislocated Worker Program served the highest percentage of participants (38%).
- The number of WIA participants in the Adult Program, 473, decreased by 4% or 22, from PY 2011 due to modest cuts in funding.
- The Dislocated Worker program experienced the largest drop in enrollments, decreasing by 82 participants (12%) due to the largest cut in funding and staff.
- The number of youth served, 514, was consistent with PY 2011 showing a minimal decrease of 2.
- When comparing youth enrollments for PYs 2008-12, PY 2012 enrollments are still below the peak of 800 in PY 2008 (pre-Recovery Act).
- The state served 386 (75%) out-of-school and 128 (25%) in-school youth.



WAGNER-PEYSER AND RELATED PROGRAMS

Wagner-Peyser Program

Wagner-Peyser is a federally funded labor exchange program that provides services to employers and job seekers statewide. Some of the major services provided are listed below.

- Job search assistance (job registration)
- Recruiting assistance for employers (job orders)
- Matching job seekers and jobs
- Work test requirements assistance for unemployment compensation claimants



HireNet Hawaii is a self-service website offering an array of services and information to match job seekers and jobs at: www.hirenethawaii.com. Preliminary data for PY 2012 indicates there were 57,644 job seekers registered in HireNet Hawaii compared to 69,784 in PY 2011, a decrease of 12,140 or 17 percent of job seekers.

Reemployment Eligibility Assessments (REA)

The WDD requested and received \$703,100 in federal Reemployment Eligibility Assessment (REA) funds to assist Unemployment Insurance (UI) claimants in returning to work quickly, thereby reducing the duration of their UI benefits. Since the initiative began in March 2005, Hawaii has assisted over 36,000 UI claimants with their reemployment efforts. In 2010, the average savings for 5,265 claimants amounted to \$1,878,026. After program costs of \$703,100 were deducted, net savings of \$1,174,926 to the UI trust fund were realized. In FY 2012 (October 1, 2011 to September 30, 2012), Hawaii's REA initiative is expected to reduce the duration of UI collection by about 0.7 weeks and decrease UI payments by approximately \$1.8 million. Results in UI savings for Fiscal Year 2012 will not be available until the end of 2013.

Emergency Unemployment Compensation (EUC-REA)

In February 2012, new federal legislation mandated all EUC claimants to attend one REA workshop to qualify for EUC benefits. The EUC-REA program

and those began in April 2012 targeting new EUC claimants who transitioned from First Tier to Second Tier benefits. Similar to the REA Program, these claimants were provided with labor market and career information, an assessment of their skills, orientation to One-Stop services and a review of job search activities. During the period February 2012 through July 2013, over 9,500 UI claimants received assistance through the EUC REA program.

Services to Military Veterans

For the period ending March 31, 2013 of Program Year 2012, Hawaii's American Job Centers served 5,393 veterans, eligible persons, and transitional service members, of which 3,451 (64%) received staff-assisted services and 1,446 (27%) received intensive services. Of the 5,393 served, 990 (18%) were disabled veterans and 2,458 (45.5%) were post-9/11 era veterans.

As shown below, One-Stop services to veterans exceeded 5 of 6 negotiated performance measures for veterans and disabled veterans.

PY 12 Performance Results for Veterans	Negotiated Performance	Actual Performance
Veterans Entered Employment Rate	36%	39%
Veterans Employment Retention Rate	73%	78%
Veterans Average Earnings Rate	\$15,500	\$15,301
Disabled Vets Entered Employment Rate	35%	37%
Disabled Vets Employ. Retention Rate	71%	72%
Disabled Veterans Ave. Earnings Rate	\$17,000	\$18,637

Separating Veterans: Approximately 1,590 transitioning service members, and recently separated veterans, received staff and self-assisted employment services. Partnering with the U.S. DOL VETS Transition Assistance Program, WDD performed outreach at Oahu military bases for approximately 2,700 transitioning service members for the six-month period, July 1, 2012 to December 31, 2012. WDD also partnered with the Hawaii National Guard Yellow Ribbon Reintegration Program, providing outreach employment services to returning, deployed Guardsmen. To help post 9/11 era veterans succeed in today's job market, WDD focused on an array of staff-assisted and

Wagner-Peyser and Related Programs (Continued)

intensive services for this veteran population. Over 2,300 post 9/11 era veterans were enrolled in HireNet Hawaii, of which 1,028 received staff-assisted or intensive services to overcome employment barriers and get back to work. In partnership with the U.S. Department of Veterans Affairs (VA) and U.S. Department of Labor, WDD assisted approximately 150 veterans with enrollment information and completing a Virtual Online Application for the Veterans Retraining Assistance Program (VRAP). The VA-led VRAP provides eligible veterans up to 12 months stipend of approximately \$1,564 while attending a VA approved community college or training service provider.

Training on the following was provided to reinforce non-veterans staff understanding of their role in providing employment and training services to military veterans:

- Roles of DVOP, LVER, and One-Stop staff
- Multiple definitions and references to **'veteran'**
- Concept of **priority of service** to veterans
- Partner agencies and programs impacting One-Stop services to veterans
- The connection between veterans and Federal Contractors
- Power of the Post 9/11 GI Bill

Disabled Veteran Outreach Program (DVOP) Specialist Provides Valuable Intensive Services



DVOP specialists provide invaluable services to help disabled veterans overcome barriers to acquiring good jobs. These services include but are not limited to comprehensive assessment, barrier and employment goal analysis, employment plan development, and case management.

Edward was a Vietnam era veteran who was diagnosed as clinically deaf. The DVOP facilitated a referral of the veteran to the Hawaii Division of Vocational Rehabilitation where the veteran was

placed on a waiting list for services. In the meantime, the DVOP assisted the veteran in obtaining the forms for his physician to verify his disability and placed him in a part-time grounds keeping position with an employer who targets applicants with disabilities.

Work Opportunity Tax Credit (WOTC)

The Work Opportunities Tax Credit Program provides Hawaii employers with a federal tax credit when they hire individuals from targeted groups of disadvantaged job seekers. Employers can earn between \$1,200 and \$9,600 per employee, depending on the target group of the employee and the number of hours worked in the first year.

Qualified target groups include:

- Veterans;
- Ex-felons;
- IV-A Temporary Assistance to Needy Family (TANF) recipients
- Vocational rehabilitation referral applicants;
- Food Stamp (SNAP) Assistance recipients;
- Supplemental Security Income recipients;
- Long-Term TANF recipients; and
- Unemployed Veterans.

Foreign Labor Certification Program

The Foreign Labor Certification (FLC) Program provides certain protections to ensure that the job opportunities (permanent or temporary), wages, and working conditions of U.S. workers will not be adversely affected by the employment of foreign workers.

H-2A provides a way for agricultural employers (farmers) to hire foreign workers if they are unable to find U.S. workers to fill job openings. It is one of several FLC programs, but the only one that states are involved in extensively. Several of the more popular certifications requested are: Permanent, H-1B, H-2A, H-2B and D-1.

In 2012, six agricultural employers were certified under the H-2A program. A total of 90 agricultural positions were approved for hire. The jobs were for various agricultural crops, goat herder, sheep herder and bee workers.

Other Workforce Programs

Trade Adjustment Assistance (TAA) Program

The TAA Program assists American workers who have lost their jobs as a result of foreign trade. A petition must be filed with the USDOL by or on behalf of a group of workers who have experienced a job loss as a result of foreign trade. After the USDOL investigates the facts behind the petition, it determines whether statutory criteria are met. Once a petition to certify the worker group is granted, individual workers may apply for TAA benefits and services through the Workforce Development Division. TAA benefits and services include job training, income support, job search, relocation allowances and assistance with healthcare premium costs.

In 2012, 200 workers from Tesoro were certified by USDOL.

In 2012, there were more than 1,000 newly registered apprentices and more than 500 who completed apprenticeship programs.

Senior Community Service Employment Program (SCSEP)

WDD received \$1,897,116 in Title V, Older Americans Act funds for the PY 2012 operation of the Senior Community Service Employment Program in the state. These funds were allocated to support 196 Senior Community Service Employment Program positions throughout the state. Based on preliminary reports, 304 unemployed, low-income older individuals participated in the program during PY 2012. Attainment of an aggregate score of at least 80% for all six of the negotiated core performance measures is considered to have met the performance for the year. Hawaii achieved an aggregate score of 91% for Program Year 2012.

Registered Apprenticeship



Registered Apprenticeship in Hawaii is a formalized, structured training program which combines on-the-job learning with related technical instruction to teach the practical and theoretical aspects of a skilled occupation. During this time, apprentices work and learn under the direction of

experienced journeyworkers to become highly skilled workers. Apprentice wages usually start at 40% of the journeyworker wage, and increase periodically until journeyworker level is achieved in two to five years.

Registered Apprenticeship programs are sponsored by an employer, a group of employers, and/or a labor organization. DLIR WDD registers apprenticeship programs and apprentices in Hawaii and provides technical assistance to sponsors in developing their program standards and with the operation and administration of their program.

There are 44 registered programs in Hawaii and more than 6,000 apprentices. Most programs are for construction occupations such as Carpenter, Painter, Plumber, Electrician, Operating Engineer, Ironworkers, Roofers, Mason, and Laborer.

Employment Training Fund (ETF)

During PY 2012, the special-funded ETF Micro Program continued to provide funding for short-term, non-credit courses for Hawaii's employers to upgrade the skills of their workforce. The ETF Micro Program funding helped train over 670 workers from 230 employers. The majority of participating workers (672 or 71%) were from Oahu. In total, Hawaii employers sent their workers to over 1,070 courses statewide.

Volunteer Internship Program (VIP)

The VIP is a DLIR initiative that allows job seekers, especially those receiving unemployment insurance (UI) benefits, to volunteer at businesses to gain workforce training. Upon successful completion of training, interns receive certification of the job skills acquired and consideration for employment. The opportunity to train through VIP is limited to 16-32 hours per week for 4-8 weeks. In PY 2012, 122 individuals were placed into an internship.

DEMONSTRATION AND EARMARK GRANTS



Community College Career Technical Training Grant (C3T) *Energy*

To support Hawai'i initiatives to diversify its economy and improve food and energy self-sufficiency, the University of Hawai'i Community College (UHCC) consortium competed for and was awarded a multi-year \$24.6 million grant from USDOL to support existing and to develop new training programs that lead to jobs in the agriculture, energy and health industries by strengthening online and technology-enabled learning.

During PY 2012, the DLIR Workforce Development Council (WDC), Research and Statistics (R&S) Office and Workforce Development Division (WDD) were subcontracted by the UHCC to:

- Coordinate Policy Planning Work Groups (PPWGs) in the Agriculture, Energy, and Healthcare industries. [WDC]
- Develop a Web Portal to serve as a virtual "home base" for locating and contributing information on C3T focus industries, campuses, and training programs. [WDC]
- Develop a Predictive Model to forecast workforce needs based on different factors. [R&S]
- Recruit and refer participants to C3T courses. [WDD]

Policy Planning Work Groups (PPWG)

Beginning in October 2012, WDC and UHCC staff began to plan and coordinate PPWG meetings to ensure that UHCC courses pro-actively serve each industry and its workforce needs. Here is a summary of PPWG activities for each area:

Agriculture

The Agriculture PPWG got off to a slow start due to staff turnover and difficulties with condensing a vast list of Agriculture invitees. A PPWG meeting was held in March 2013 with a select group and new Project Leads for UHCC and WDC are planning a second meeting for September 2013.

The Energy PPWG has moved quickly to establish subgroups for each sector; Power Generation, Retrofit, and Transportation Technologies with the fourth subgroup, Power Transmission and Distribution, using UHCC's existing advisory council. They have provided evaluations for C3T courses and suggested new ones, and provided independent variables for the predictive model on Energy.

Healthcare

After learning that healthcare employers are stretched thin participating in several committees and initiatives, this PPWG will send a survey in September 2013 to gather information from existing groups; the Governor's State Innovation Model (SIM) Grant, the Healthcare Workforce Forum, and WDC's Healthcare Skill Panels to fulfill objectives.

Web Portal

Central to the Portal is creation of a definitive, browsable list of C3T courses. Additional features include the capacity for students to create work/study profiles, for employers to announce C3T-related work opportunities and for C3T administrators to manage program information and other relevant content. Currently the Portal is on track for public rollout in October 2013.

Predictive Model

R&S is working on a predictive modeling project to examine various economic and related variables to improve the assessment and forecast of employment levels in the three essential industries and to assist the UHCC system in identifying the most urgent industry needs.

Recruitment and Referral to C3T Courses

C3T strengthened the partnership between DLIR WDD and UHCC when joint meetings were conducted statewide to launch the program. WDD is responsible for the recruitment, referral and testing of individuals interested in pursuing careers in one of the three previously mentioned sectors.

Demonstration and Earmark Grants (Continued)



Disability Employment Initiative

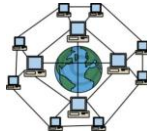
In October of 2011, Hawaii was awarded a \$2.9 million, three-year grant to provide enhanced employment services to individuals with disabilities. To determine the effectiveness of improved outreach and services, the USDOL used a lottery to select Hawaii and Maui counties as the focus for Hawaii's DEI program with the City and County of Honolulu and County of Kauai serving as the control group.

To implement this initiative, each of the two selected Counties established Disability Resource Coordinator (DRC) and Business Relations Inclusion Coordinator (BRIC) positions to enhance the delivery of employment services to individuals with disabilities. As needed, Integrated Resource Teams (IRTs) with representatives from different agencies are assembled to coordinate resources to address the unique set of needs of an Adult customer with a disability.

DRCs have focused on building partnerships and relationships with other agencies and programs serving this population in the state and local area and to facilitate ongoing education of AJC staff to build capacity. The BRICs are tasked with promoting the center's services to employers in the community; provide them with training on the needs of individuals with disabilities, and to build a network of inclusive employers with hopes of establishing more local Business Leadership Networks (BLNs).

The University of Hawaii's Center for Disability Studies (CDS) is subcontracted to provide outreach and job readiness workshops for AJC staff and DEI participants. CDS staff also provides technical assistance to help DRC's and BRIC's with their outreach to others in the disability community, including nonprofits and clubhouses that focus on this clientele. CDS also offers participants benefit planning workshops to assist them with their transition to self-sufficiency.

Workforce Data Quality Initiative Hawaii Workforce Longitudinal Data System (WorLDS)



The Workforce Data Quality Initiative (WDQI) is designed to promote cross-agency data sharing, reporting and evaluation. Program Year 2012 was the first of a three year; \$1 million grant to create a longitudinal administrative database that integrates workforce data and links it to education data for tracking clients through school and their work lives. The information gathered will be compared with earnings data provided by the Unemployment Insurance Division and be used to determine whether the training received is effective in client acquisition of higher wages.

The DLIR's Research and Statistics Office was selected to both evaluate the data acquired and oversee the creation and operation of Hawaii's Workforce Longitudinal Data System (WorLDS). Other agreements signed during Year One include one with DLIR's Unemployment Insurance Division to collect unemployment benefit and wage record data, and another with DLIR's Workforce Development Division to gather participant data from the Workforce Investment Act programs.

As the program enters the second year of operation, full build out of the database system, including servers and software, will be priority. Also, additional agreements will be executed with other departments. These include the Department of Human Services, the Office of Hawaiian Affairs and agencies within the Department of Health such as the Division of Vocational Rehabilitation. Entities being considered outside of government include Kamehameha Schools as well as all private for-profit colleges in the state.

Future plans include further discussions on linking the WorLDS system with the P-20 Statewide Longitudinal Data System being built by the University of Hawaii (UH) to enable workforce data to be matched with education data and ultimately create a system that tracks individual-level information beginning with pre-kindergarten through post-secondary schooling through entry and sustained participation in the workforce and employment services system.

Demonstration and Earmark Grants (Continued)

State Energy Sector Partnership and Job Training Grant (SESP)

Award of a No-Cost Extension (NCE) by the USDOL extended SESP activities to June 30, 2013 enabling completion of data gathering and input into USDOL's Recovery Act Database and boosted the number who received training to 2,147. The final report will be submitted in September 2013.

Agriculture Skill Panel Report

In partnership with the Department of Agriculture (DOA), the DLIR sponsored a series of Sustainable Agriculture Skill Panel meetings to identify barriers and address industry needs. Highlights of feedback from over 600 participants is summarized below:

Statewide Themes:

1. Increase Youth Education and Training
2. Garner Government Support
3. Streamline Regulations and Policies
4. Foster Partnerships and Collaboration
5. Create Incentives for Industry and Employees
6. Improve the Industry's Image
7. Advertise, Diversify, Create Access to Markets
8. Disseminate and Share Resources

DLIR Recommendations:

1. Develop a state-funded agriculture workforce training and funding resource database.
2. Support and promote agricultural education and vocational training through mentorships, internships, apprenticeship programs and on-the-job training.
3. Identify training needs for new and existing farmers e.g. in business management, record-keeping, and agricultural economics.

Results were used to craft legislation submitted by both departments. DLIR's bill to establish Hawaii's Agriculture Workforce Advisory Board and DOA's bill to support new farmers and new farm innovations passed.

The "Hawaii Agriculture Skill Panel Report: Addendum to the Comprehensive State Plan for Workforce Development 2009-2014," was partially funded by SESP and published in May 2013, is on:

http://labor.hawaii.gov/wdc/files/2013/06/AgSkillPanelReport_web.pdf.

Ecosystem Restoration



Rae DeCoito participated in On-the-Job Training at Malama Maunalua under the SESP grant. Although she had some background in non-profit management, Rae did not have any experience with conservation or restoration. Since Malama Maunalua's mission is to restore the health of Maunalua Bay, Rae,

as executive director, trained in activities critical to Malama Maunalua's existence such as the issues and science involved with restoring the native Hawaiian habitat: water conservation, rain gardens, and land-based erosion and pollution mitigating technologies.

In addition to new knowledge, Rae used her new skills to identify project sites, determine project effectiveness, provide education and training of volunteer coordinators, raise funds, and execute planning, permitting, and equipping of specific projects. Rae is doing well in her position, and the progress and achievements listed on the organization's website is evidence that Malama Maunalua is thriving under her leadership.

PY 12 ANNUAL PERFOR

The four Local Areas adopted the same performance measures as those negotiated between the State and remaining 3. Measures are met if 80% of the negotiated level is achieved. Effective July 1, 2013, Hawaii Assurance: The following performance outcomes are reported in accordance with instructions for WIASRD

Entered Employment and Retention rates for Older Individuals in the Adult Program (Table C of the Appendix) are better than these rates for the total Adult Program.

The *Entered Employment* rate for Older Individuals in the Dislocated Worker (DW) Program (Table F of the Appendix) is comparable to the rate for the total DW Program.

Effect of Workforce Investment Activities Relative to Effect on Participant Performance:

Adult and DW participants who received Training Services had higher *Average Earnings*, *Employment* and *Retention* rates than those who only received Core Services (Tables D and G of the Appendix)

Despite the low cost per participant (see table at the bottom of page 23) the State is exceeding or meeting all negotiated performance measures.

Target Population	GPRA Goal	Neg. Level	State	
			Outcome Level	% of Neg. Level
WIA ADULT				
Entered Employment Rate	56.70%	69.50%	63.50%	91.37%
Employment Retention Rate	80.10%	86.00%	86.90%	101.05%
Average Earnings	\$14,450	\$11,200	\$11,883	106.10%
Employment and Credential Rate		66.00%	74.20%	112.42%
Participants [WIA Adults]		na	19,420	
Self-Service Only		na	18,947	
Exiters [WIA Adults]		na	18,957	
Self-Service Only		na	18,719	
WIA DISLOCATED WORKER				
Entered Employment Rate	58.60%	75.00%	77.90%	103.87%
Employment Retention Rate	82.00%	90.00%	93.70%	104.11%
Average Earnings	\$18,346	\$14,750	\$14,227	96.45%
Employment and Credential Rate		63.50%	75.00%	118.11%
Participants		na	609	
Exiters		na	347	
WIA OLDER YOUTH (19-21)				
Entered Employment Rate		73.00%	74.10%	101.51%
Employment Retention Rate		82.00%	85.00%	103.66%
Earnings Change		\$3,100	\$4,657	150.23%
Certificate/Credential Rate		60.00%	65.60%	109.33%
Participants		na	113	
Exiters		na	31	
WIA YOUNGER YOUTH (14-18)				
Diploma/Equiv. Rate		66.00%	60.70%	91.97%
Skill Attainment Rate		88.00%	89.60%	101.82%
Retention Rate		48.50%	51.10%	105.36%
Participants		na	401	
Exiters		na	144	
WIA TOTAL YOUTH (14-21)				
Placement in Employment or Education	59.70%	na	73.40%	
Attainment of Degree or Certificate	59.60%	na	73.60%	
Literacy/Numeracy Gains	40.80%	na	43.30%	
Participants		na	514	
Out of School Youth		na	386	
In School Youth		na	128	
Exiters		na	175	
Out of School Youth		na	119	
In School Youth		na	56	

MANCE OUTCOMES

Federal government. During this period the State exceeded 12 of 15 performance measures and met the will transition from the original 17 core and customer satisfaction measures to 6 common measures. so that state-by-state comparisons can be made.

Oahu		Hawaii Island		Maui		Kauai	
Outcome Level	% of Neg. Level	Outcome Level	% of Neg. Level	Outcome Level	% of Neg. Level	Outcome Level	% of Neg. Level
85.20%	122.59%	58.20%	83.74%	100.00%	143.88%	44.40%	63.88%
86.60%	100.70%	84.80%	98.60%	100.00%	116.28%	100.00%	116.28%
\$13,787	123.10%	\$10,237	91.40%	\$15,252	136.18%	\$9,596	85.68%
77.80%	117.88%	70.70%	107.12%	100.00%	151.52%	80.00%	121.21%
10,394		5,425		1,591		2,010	
10,255		5,201		1,560		1,938	
10,185		5,166		1,596		2,010	
10,171		4,994		1,575		1,988	
75.30%	100.40%	79.00%	105.33%	96.00%	128.00%	66.70%	88.93%
94.30%	104.78%	93.80%	104.22%	100.00%	111.11%	80.00%	88.89%
\$14,871	100.82%	\$13,350	90.51%	\$14,685	99.56%	\$14,245	96.58%
66.70%	105.04%	87.50%	137.80%	100.00%	157.48%	50.00%	78.74%
213		213		46		137	
106		168		31		42	
85.70%	117.40%	0.00%	0.00%	40.00%	54.79%	0.00%	0.00%
83.30%	101.59%	0.00%	0.00%	87.50%	106.71%	0.00%	0.00%
\$3,877	125.06%	\$0	0.00%	\$5,729	184.81%	\$0	0.00%
73.10%	121.83%	0.00%	0.00%	40.00%	66.67%	0.00%	0.00%
49		34		23		7	
17		11		3		0	
91.30%	138.33%	27.50%	41.67%	0.00%	0.00%	80.00%	121.21%
89.90%	102.16%	74.10%	84.20%	100.00%	113.64%	96.90%	110.11%
64.40%	132.78%	32.30%	66.60%	22.20%	45.77%	45.00%	92.78%
230		106		25		40	
74		54		1		15	
81.00%		32.00%		50.00%		79.00%	
89.00%		11.00%		86.00%		57.00%	
48.00%		33.00%		31.00%		50.00%	
279		140		48		47	
236		94		24		23	
33		46		24		24	
91		65		4		15	
63		41		4		10	
28		24		0		4	

Oahu exceeded goals for all measures.

Hawaii Island met all Adult and Dislocated Worker measures but failed all Older Youth measures. This provided impetus to adopt common measures in PY 13 because these original measures are not relevant to the younger youth targeted by this island's Youth Program.

Maui also met all Adult and Dislocated Worker measures but failed 2 each of the Older and Younger Youth measures. Youth results were skewed due to low numbers of exits – 3 for Older Youth and 1 for Younger Youth.

Kauai failed 1 each of the Adult and Dislocated Worker measures and 2 Older Youth measures. They are examining their program design to improve these outcomes. There were actually no results for the Older Youth Retention and Earnings Change measures due to a lack of exits.

PY 2012 Statewide Performance Snapshot

Adults

Performance Measure	SNPL*	Hawaii Results	Rating
Entered Employment Rate	69.5%	63.5%	Met
Employment Retention Rate	86.0%	86.9%	Exceeded
Average Earnings	\$11,200	\$11,883	Exceeded
Employment & Credential Rate	66.0%	74.2%	Exceeded

Dislocated Workers

Performance Measure	SNPL*	Hawaii Results	Rating
Entered Employment Rate	75.0%	77.9%	Exceeded
Employment Retention Rate	90.0%	93.7%	Exceeded
Average Earnings	\$14,750	\$14,227	Met
Employment & Credential Rate	63.5%	75.0%	Exceeded

*SNPL stands for State Negotiated Performance Levels

RATINGS LEGEND:

"Exceeded" signifies that Hawaii results are over 100% of SNPL.

"Met" signifies that Hawaii results are 80-100% of SNPL.

Younger Youth

Performance Measure	SNPL*	Hawaii Results	Rating
Skill Attainment Rate	88.0%	89.6%	Exceeded
Credential/Diploma Rate	66.0%	60.7%	Met
Education Retention Rate	48.5%	51.1%	Exceeded

Older Youth

Performance Measure	SNPL*	Hawaii Results	Rating
Entered Employment Rate	73.0%	74.1%	Exceeded
Employment Retention Rate	82.0%	85.0%	Exceeded
Average Earnings	\$3,100	\$4,657	Exceeded
Credential Rate	60.0%	65.6%	Exceeded

Customer Satisfaction

Performance Measure	SNPL*	Hawaii Results	Rating
Employers	86.4%	74.4%	Met
Participants	97.7%	82.2%	Met

Cost per Participant for Hawaii's Title I-B Programs, PY 2012

	Reported Expenditures	Reported Number of Participants Served	Average Annual Cost Per Participant
Adult Services	\$2,244,657	473*	\$4,745.58
Dislocated Workers	\$1,801,242	609	\$2,957.70
Youth (14-21)	\$2,336,338	514	\$4,545.41
Total	\$6,382,237	1,596	\$3,998.90

* Total does not include self-service participants.

APPENDIX

**WIA Performance
Tables**

Authorized official certifying accuracy and completeness of data:
Elaine Young, Administrator
Workforce Development Division
Hawaii Department of Labor and Industrial Relations

Table A: WIA Customer Satisfaction Results

	Negotiated Performance Level (ACSI)	Actual Performance Level (ACSI)	Number of Surveys Completed	No. of Customers Eligible for the Survey	No. of Customers Included in the Sample	Response Rate
Participants	97.7%	82.0%	35	424	125	28
Employers	86.4%	74.0%	164	1,049	669	24.5

Table B: Adult Program Results

	Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	69.5%	63.5% <u>122</u> 192
Employment Retention Rate	86.0%	86.9% <u>152</u> 175
Average Earnings	\$11,200.00	\$11,883.00 <u>\$1,687,419</u> 142
Employment and Credential Rate	66.0%	74.2% <u>49</u> 66

Table C: Outcomes for Adult Special Populations

	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals with Disabilities		Older Individuals	
Entered Employment Rate	58.2%	<u>71</u> 122	75.0%	<u>6</u> 8	60.0%	<u>3</u> 5	79.2%	<u>19</u> 24
Employment Retention Rate	86.6%	<u>84</u> 97	83.3%	<u>5</u> 6	100.0%	<u>1</u> 1	94.7%	<u>18</u> 19
Average Earnings	\$10,014	<u>\$771,071</u> 77	\$9,930	<u>\$39,720</u> 4	\$14,400	<u>\$14,400</u> 1	\$12,389	<u>\$185,830</u> 15
Employment and Credential Rate	72.1%	<u>31</u> 43	0.0%	<u>0</u> 2	0.0%	<u>0</u> 0	100.00%	<u>2</u> 2

Table D: Other Outcome Information for the Adult Program

	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	80.3%	$\frac{49}{61}$	55.7%	$\frac{73}{131}$
Employment Retention Rate	87.2%	$\frac{82}{94}$	86.4%	$\frac{70}{81}$
Average Earnings	\$11,752.00	$\frac{\$916,646}{78}$	\$12,043.00	$\frac{\$770,773}{64}$

Table E: Dislocated Worker Program Results

	Negotiated Performance Level		Actual Performance Level	
Entered Employment Rate	75.0%		77.9%	$\frac{243}{312}$
Employment Retention Rate	90.0%		93.7%	$\frac{222}{237}$
Average Earnings	\$14,750.00		\$14,227.00	$\frac{\$2,930,727}{206}$
Employment and Credential Rate	63.5%		75.0%	$\frac{90}{120}$

Table F: Outcomes for Dislocated Worker Special Populations

	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	78.8%	$\frac{26}{33}$	0.0%	$\frac{0}{0}$	77.6%	$\frac{52}{67}$	100.0%	$\frac{1}{1}$
Employment Retention Rate	87.5%	$\frac{14}{16}$	100.0%	$\frac{2}{2}$	95.3%	$\frac{41}{43}$	100.0%	$\frac{1}{1}$
Average Earnings	\$17,408	$\frac{\$191,485}{11}$	\$15,286	$\frac{\$30,571}{2}$	\$13,933	$\frac{\$501,588}{36}$	\$11,993	$\frac{\$11,993}{1}$
Employment and Credential Rate	50.0%	$\frac{4}{8}$	0.0%	$\frac{0}{0}$	57.1%	$\frac{4}{7}$	100.0%	$\frac{1}{1}$

Table G: Other Outcome Information for the Dislocated Worker Program

	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	80.6%	$\frac{100}{124}$	76.1%	$\frac{143}{188}$
Employment Retention Rate	93.4%	$\frac{113}{121}$	94.0%	$\frac{109}{116}$
Average Earnings	\$13,545.00	$\frac{\$1,462,863}{108}$	\$14,978.00	$\frac{\$1,467,864}{98}$

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

	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education	NA	73.4%	$\frac{113}{154}$
Attainment of Degree or Certificate	NA	73.6%	$\frac{117}{159}$
Literacy and Numeracy Gains	NA	43.3%	$\frac{71}{164}$

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

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	73.0%	74.1%	$\frac{20}{27}$
Employment Retention Rate	82.0%	85.0%	$\frac{17}{20}$
Six Months Earnings Increase	\$3,100.00	\$4,657.00	$\frac{\$88,476}{19}$
Credential Rate	60.0%	65.6%	$\frac{21}{32}$

Table I: Outcomes for Older Youth (19-21) Special Populations

	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals with Disabilities		Older Individuals	
Entered Employment Rate	78.6%	$\frac{11}{14}$	0.0%	$\frac{0}{0}$	66.7%	$\frac{2}{3}$	75.0%	$\frac{18}{24}$
Employment Retention Rate	85.7%	$\frac{6}{7}$	0.0%	$\frac{0}{0}$	0.0%	$\frac{0}{1}$	83.3%	$\frac{15}{18}$
Average Earnings	\$8,606	$\frac{\$51,635}{6}$	\$0.00	$\frac{\$0,00}{0}$	\$0.00	$\frac{\$0,00}{1}$	\$4,489	$\frac{\$76,314}{17}$
Credential Rate	73.3%	$\frac{11}{15}$	0.0%	$\frac{0}{0}$	33.3%	$\frac{1}{3}$	69.0%	$\frac{20}{29}$

Table J: Younger Youth (14-18) Program Results

	Negotiated Performance Level	Actual Performance Level
Skill Attainment Rate	88.0%	89.6% $\frac{284}{317}$
Youth Diploma or Equivalent Rate	66.0%	60.7% $\frac{68}{112}$
Retention Rate	48.5%	51.1% $\frac{68}{133}$

Table K: Outcomes for Younger Youth (14-18) Special Populations

	Public Assistance Recipients		Individuals with Disabilities		Out-of-School Youth	
Skill Attainment Rate	88.1%	$\frac{163}{185}$	85.7%	$\frac{18}{21}$	92.3%	$\frac{204}{221}$
Youth Diploma or Equivalent Rate	60.0%	$\frac{39}{65}$	50.0%	$\frac{5}{10}$	75.0%	$\frac{63}{84}$
Retention Rate	58.5%	$\frac{31}{53}$	42.1%	$\frac{8}{19}$	54.6%	$\frac{59}{108}$

Table L: Other Reported Information

	12 Month Employment Retention Rate		12 Months Earnings Increase (for Adults and Older Youth) or 12 Months Earnings Replacement (Dislocated Workers)		Placements in Non-traditional Employment		Wages at Entry Into Employment for Those Individuals who Entered Unsubsidized Employment		Entry into Unsubsidized Employment Related to the Training Received of Those who Completed Training Services	
Adults	79.7%	$\frac{137}{172}$	\$5,854	$\frac{\$901,566}{154}$	5.7%	$\frac{7}{122}$	\$4,900	$\frac{\$558,649}{114}$	55.1%	$\frac{27}{49}$
Dislocated Workers	90.9%	$\frac{211}{232}$	104.2%	$\frac{\$3,020,416}{\$2,898,595}$	5.8%	$\frac{14}{243}$	\$6,576	$\frac{\$1,427,001}{217}$	47.0%	$\frac{47}{100}$
Older Youth	94.1%	$\frac{16}{17}$	\$6,948	$\frac{\$111,161}{16}$	20.0%	$\frac{4}{20}$	\$2,829	$\frac{\$50,917}{18}$		

Table M: Participation Levels

	Total Participants Served	Total Exiters
Total Adult Customers	19,987	19,281
Total Adults (self-serve only)	18,947	18,719
WIA Adults	19,420	18,957
WIA Dislocated Workers	609	347
Total Youth (14-21)	514	175
Younger Youth (14-18)	401	144
Older Youth (19-21)	113	31
Out-of-School Youth	386	119
In-School Youth	128	56

Table N: Cost of Program Activities (WIA Formula Funds Only)

Program Activities	WIA Formula Funds
Local Adults	\$2,244,657
Local Dislocated Workers	\$1,801,242
Local Youth	\$2,336,338
Rapid Response (up to 25%) WIA Section 134(a)(2)(A)	\$542,024
Statewide Required Activities (up to 15%, currently 5%) WIA Section 134(a)(2)(B)	\$450,013
Total of All Federal Spending Listed Above	\$7,374,274

Table O.1: Local Performance – City & County of Honolulu

Local Area Name: Oahu		Total Participants Served	Adults	10,394
			Dislocated Workers	213
			Older Youth (19-21)	49
			Younger Youth (14-18)	230
ETA Assigned #15005		Total Exiters	Adults	10,185
			Dislocated Workers	106
			Older Youth (19-21)	17
			Younger Youth (14-18)	74
		Negotiated Performance Level		Actual Performance Level
Customer Satisfaction	Program Participants	97.7%	82.0%	
	Employers	86.4%	74.0%	
Entered Employment Rates	Adults	69.5%	85.2%	
	Dislocated Workers	75.0%	75.3%	
	Older Youth (19-21)	73.0%	85.7%	
Retention Rates	Adults	86.0%	86.6%	
	Dislocated Workers	90.0%	94.3%	
	Older Youth (19-21)	82.0%	83.3%	
	Younger Youth (14-18)	48.5%	64.4%	
Average Earnings	Adults	\$11,200.00	\$13,787.00	
	Dislocated Workers	\$14,750.00	\$14,871.00	
Six Months Earnings Increase	Older Youth (19-21)	\$3,100.00	\$3,877.00	
Credential/Diploma Rates	Adults	66.0%	77.8%	
	Dislocated Workers	63.5%	66.7%	
	Older Youth (19-21)	60.0%	73.1%	
	Younger Youth (14-18)	66.0%	91.3%	
Skill Attainment Rate	Younger Youth (14-18)	88.0%	89.9%	
Placement in Employment or Education	Youth (14-21)	NA	81.0%	
Attainment of Degree or Certificate	Youth (14-21)	NA	89.0%	
Literacy or Numeracy Gains	Youth (14-21)	NA	48.0%	
Overall Status of Local Performance: * less than 80% of negotiated target level, ** between 80 - 100% of target, *** over 100% of target		Not Met *	Met **	Exceeded ***
		0	2	15

Table O.2: Local Performance – Hawaii County (Big Island)

Local Area Name: Hawaii County		Total Participants Served	Adults		5,425	
			Dislocated Workers		213	
			Older Youth (19-21)		34	
			Younger Youth (14-18)		106	
ETA Assigned #15010		Total Exiters	Adults		5,166	
			Dislocated Workers		168	
			Older Youth (19-21)		11	
			Younger Youth (14-18)		54	
			Negotiated Performance Level		Actual Performance Level	
Customer Satisfaction	Program Participants		97.7%		82.0%	
	Employers		86.4%		74.0%	
Entered Employment Rates	Adults		69.5%		58.2%	
	Dislocated Workers		75.0%		79.9%	
	Older Youth (19-21)		73.0%		0.0%	
Retention Rates	Adults		86.0%		84.8%	
	Dislocated Workers		90.0%		93.8%	
	Older Youth (19-21)		82.0%		0.0%	
	Younger Youth (14-18)		48.5%		32.3%	
Average Earnings	Adults		\$11,200.00		\$10,237.00	
	Dislocated Workers		\$14,750.00		\$13,350.00	
Six Months Earnings Increase	Older Youth (19-21)		\$3,100.00		\$0.00	
Credential/Diploma Rates	Adults		66.0%		70.7%	
	Dislocated Workers		63.5%		87.5%	
	Older Youth (19-21)		60.0%		0.0%	
	Younger Youth (14-18)		66.0%		27.5%	
Skill Attainment Rate	Younger Youth (14-18)		88.0%		74.1%	
Placement in Employment or Education	Youth (14-21)		NA		32.0%	
Attainment of Degree or Certificate	Youth (14-21)		NA		11.0%	
Literacy or Numeracy Gains	Youth (14-21)		NA		33.0%	
Overall Status of Local Performance: * less than 80% of negotiated target level, ** between 80 - 100% of target, *** over 100% of target			Not Met *		Met **	Exceeded ***
			6		7	4

Table O.3: Local Performance – Maui County (includes Molokai & Lanai)

Local Area Name: Maui County		Total Participants Served	Adults		1,591
			Dislocated Workers		46
			Older Youth (19-21)		23
			Younger Youth (14-18)		25
ETA Assigned #15015		Total Exiters	Adults		1,596
			Dislocated Workers		31
			Older Youth (19-21)		3
			Younger Youth (14-18)		1
		Negotiated Performance Level		Actual Performance Level	
Customer Satisfaction	Program Participants		97.7%	82.0%	
	Employers		86.4%	74.0%	
Entered Employment Rates	Adults		69.5%	100.0%	
	Dislocated Workers		75.0%	96.0%	
	Older Youth (19-21)		73.0%	40.0%	
Retention Rates	Adults		86.0%	100.0%	
	Dislocated Workers		90.0%	100.0%	
	Older Youth (19-21)		82.0%	87.5%	
	Younger Youth (14-18)		48.5%	22.2%	
Average Earnings	Adults		\$11,200.00	\$15,252.00	
	Dislocated Workers		\$14,750.00	\$14,685.00	
Six Months Earnings Increase	Older Youth (19-21)		\$3,100.00	\$5,729.00	
Credential/Diploma Rates	Adults		66.0%	100.0%	
	Dislocated Workers		63.5%	100.0%	
	Older Youth (19-21)		60.0%	40.0%	
	Younger Youth (14-18)		66.0%	0.0%	
Skill Attainment Rate	Younger Youth (14-18)		88.0%	100.0%	
Placement in Employment or Education	Youth (14-21)		NA	50.0%	
Attainment of Degree or Certificate	Youth (14-21)		NA	86.0%	
Literacy or Numeracy Gains	Youth (14-21)		NA	31.0%	
Overall Status of Local Performance: * less than 80% of negotiated target level, ** between 80 - 100% of target, *** over 100% of target			Not Met *	Met **	Exceeded ***
			4	3	10

Table O.4: Local Performance – Kauai County

Local Area Name: Kauai County		Total Participants Served	Adults		2,010	
			Dislocated Workers		137	
			Older Youth (19-21)		7	
			Younger Youth (14-18)		40	
ETA Assigned #15020		Total Exiters	Adults		2,010	
			Dislocated Workers		42	
			Older Youth (19-21)		0	
			Younger Youth (14-18)		15	
		Negotiated Performance Level		Actual Performance Level		
Customer Satisfaction	Program Participants		97.7%		82.0%	
	Employers		86.4%		74.0%	
Entered Employment Rates	Adults		69.5%		44.4%	
	Dislocated Workers		75.0%		66.7%	
	Older Youth (19-21)		73.0%		0.0%	
Retention Rates	Adults		86.0%		100.0%	
	Dislocated Workers		90.0%		80.0%	
	Older Youth (19-21)		82.0%		0.0%	
	Younger Youth (14-18)		48.5%		45.0%	
Average Earnings	Adults		\$11,200.00		\$9,596.00	
	Dislocated Workers		\$14,750.00		\$14,245.00	
Six Months Earnings Increase	Older Youth (19-21)		\$3,100.00		\$0.00	
Credential/Diploma Rates	Adults		66.0%		80.0%	
	Dislocated Workers		63.5%		50.0%	
	Older Youth (19-21)		60.0%		0.0%	
	Younger Youth (14-18)		66.0%		80.0%	
Skill Attainment Rate	Younger Youth (14-18)		88.0%		96.9%	
Placement in Employment or Education	Youth (14-21)		NA		79.0%	
Attainment of Degree or Certificate	Youth (14-21)		NA		57.0%	
Literacy or Numeracy Gains	Youth (14-21)		NA		50.0%	
Overall Status of Local Performance: * less than 80% of negotiated target level, ** between 80 - 100% of target, *** over 100% of target			Not Met *		Met **	Exceeded ***
			6		7	4

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