

Hawai'i County Workforce Development Board

Workforce Development Council (WDC) Report

Date: June 6, 2016

County: Hawai'i

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1) Summary

Hawaii County Workforce Development Board (HCWDB) is in the process of identifying and addressing the needs of our hotel industry on the west side of the island. The resorts are experiencing high employment vacancies and have already hired many of those interested in working in the hospitality industry from the local area. Efforts are being made to encourage Hilo residents to consider commuting across the island for future career opportunities. Many of these hotels and resorts have already confirmed that they will be attending our Hilo Job Fair in the fall. Transportation appears to be a major barrier and will need to be address as our efforts continue.

We attended the Kona-Kohala Chamber of Commerce Workforce Research Presentation. For the past two years, the Chamber performed a Workforce Needs Assessment to determine the existing and future needs of the Kona-Kohala business community. Our local Board, is building a strong relationship with the Chamber and provided Workforce Innovation and Opportunity Act (WIOA) information at the presentation, as well as gained a better understanding of our local workforce. We will continue to work together with the combine goal of economic development.

President Obama, selected Hawaii as one (1) of 15 regions to be involved his TechHire initiative. High Technology Development Corp (HTDC) has been designated as the TechHire Hub to help accelerate training for the tech workforce in Hawaii. A very productive meeting was arranged with HTDC Executive Director, Robbie Melton, to present the program to our local board, One-Stop Partners and workforce stakeholders as well as, encourage open discussions on how we all may help to support the tech industry.

Our Local Annual Plan was approved by our HCWDB Executive Committee and submitted before the due date of June 1, 2016.

2) Hawaii County Workforce Development Board Guidance Requests

- As discussed in our last meeting, our current Eligible Training Providers expire June 30, 2016. Jobseekers who seek training after June are unable to do so without the necessary procedures in place. The local boards need the guidance from the State on how to proceed.
- Our local board is requesting a DLIR/WDC organizational chart with brief descriptions of roles, responsibilities and relationships.
- Our Board would like to know the status of the written DLIR/WDC firewall protocol.
- HCWDB has set up a Strategic Committee in preparation for the Local Area Plan and is eager to have WDC provide the guidance and requirements as to move forward.

3) Individual WIOA Programs

Adult and Dislocated Worker (DW) Programs

Success Story

To effectively compete in today's labor market, computer skills are essential. While the trend is to do on-line classes, job seekers without the basic skills are reluctant to take on-line classes. The University of Hawaii Continuing Education and Community Services (CECS) in partnership with the new Palamanui Campus in West Hawaii offered Microsoft Office Essentials Computer Training. Under WIOA these types of individualized career services are allowable expenses. Two Adult participants, who needed this type of class were able to take the class and received their certificates of completion.

The participants felt the instructor was very knowledgeable and was able to give them the attention they needed to feel confident with their skills. Both participants have been going on job interviews and feel that having this course is greatly improving their chances of employment. One participant reported that she has been offered employment with a non-profit organization in a clerical position and is awaiting her start date. The other participant has 2 upcoming interviews and is awaiting a positive response from those employers.

Adult/DW Program Highlights:

- Hired Employment Service Specialist (ESS) III and IV in Hilo
- As of June 7, rural outreach staff to be employed by Kona office (to service Honokaa, Waimea, Kohala, Waikoloa and Kona)
- Continue to recruit for ESS IV (Kona) and ESS III (Hilo)
- Resources Match Training for all WIOA Staff
- Orientation by Hawaii Community College Staff

Continuing to promote WIOA to Employers through:

- On the Job Training program
- Conduct employer visits and outreach activities – approximately 75 employers were contacted
- Participated in the Hawai'i Community College Career & Job Fair
- Youth Challenge Career Fair
- Team Clean Inc. Job Fair at Kona WDD
- Promoted Rapid Response as layoff Aversion Strategies
- Workforce Empowerment Workshop for Employers featuring Ms. Wheelchair America (promoting individuals with disabilities to business leaders)

Youth Programs

The Youth Committee has been established and held its first WIOA meeting.

- Chair and Vice Chair were elected.
- Overview of WIOA was presented.
- A request for Committee recommendations was put forth
- Goodwill reported on their Ola I Ka Hana (Live and Thrive by the Means of Your Work) Youth Program and provided an update to the committee on where they are with the WIOA In School and Out of School Program Year 15.
- Goodwill Youth Programs are on target to meet or exceed their Common Measure Goals for PY15.
- Next meeting is scheduled for August 23, 2016.

PY 15 Eligibility Monitoring is scheduled with Goodwill for Thursday, June 9, 2016.

In-School Youth

In School Success Story

During his individual assessment, it was apparent that an In School Youth showed interest in becoming a Park Ranger as a possible career choice. With the assistance of Ola program staff, the In-School Youth participant was placed at the Hawaii Volcanoes National Park (HVNP) for Community Work Experience Program (CWEP) opportunities. . As a Trainee, this youth will be assisting Volcano Personnel with job duties such as: picking up trash and paper from grounds, raking leaves or grass, pulling weeds, watering and trimming grass, spreading abrasives and/ or chemicals on icy surfaces, washing motor vehicles and cleaning hand tools. In addition to his duties, he is learning the importance of utilizing safety practices and procedures by following the established safety rules and regulations in maintaining a safe work environment. And understands he is responsible for his safety equipment and uniform (i.e.: safety gloves, ear plugs, safety glasses, steel-toe shoes and or respirators). By working through this program he is able to set himself up for additional responsibilities and the opportunity to turn his interests into a Career Pathway.

Education Concurrent to Workforce Preparation for Specific Occupation:

The youth were provided multiple job readiness training opportunities that focused on job interviewing skills. Youth participants learned about and discussed the importance of first impressions, body language including eye contact, listening attentively to the interviewer(s), and speaking clearly in answering questions such as "what are your strengths". Participants participated in mock interviews for entry-level job opportunities such as retail sales, office assistant, and food service. This exercise allowed for the participants to gain confidence when speaking about themselves, their education, work and volunteer experiences.

Adult Mentoring:

There were a variety of scheduled guest presentations on life skills topics such as:

- Safe food handling and healthy food choices through a partnership with the Expanded Food and Nutrition Education Program through the University of Hawaii Cooperation Extension Service.
- Insight into listening skills, verbal and non-verbal communication, and healthy relationships through the Salvation Army
- On-going efforts with anti-bullying awareness and prevention which included collaboration in planning an awareness campaign as a community service learning project.

Financial Literacy:

Youth participated in sessions which taught them to better understand purchasing healthy food choices on a budget. Participants noted that for them as individuals, they do not always consider cost-effectiveness but rather convenience in their purchases, even if this means eating unhealthy foods. Comparison shopping has been recognized as valuable by the participants in spending their hard earned monies wisely while taking optimal care of their physical well-being.

Participants learned about the purpose of income taxes and W-4 form completion as they are either already working or are preparing to work. Youth identified that completing the W-4 makes more sense to them as they worked together to complete a W-4 form as practice and were provided the opportunity to discuss their questions, answers, and potential scenarios such as earning more money having an impact on income tax paid

Other financial literacy opportunities provide to youth included one-on-one sessions which covered:

- Credit cards and establishing credit using credit cards.
- Understanding how a debt was accrued on her student account at the community college. The youth learned that dropping classes after a financial aid is awarded will result in owing the college back monies if the award was based on full-time student status and the youth dropped to part-time status. This resulted in a debt that must be paid before the student can register for future classes and access their grades or request transcripts.

Out-of-School Youth

Success Story

During the assessment portion of the WIOA application is where youth's interests are determined and emphasized. Goodwill realized they had many youth interested in working or gaining skills in the retail industry. Goodwill took the initiative to contact their retail manager to set up a program that allowed WIOA participants to participate in the Ola Community Work Experience Program (CWEP). The Ola CWEP focuses on career pathways, develops job readiness skills and generates retail experience, which helps youth gain work experience in the retail industry. Several youths have been assigned to the store and assist retail personnel with: inventorying incoming merchandise, ensuring the store is well organized, clean and fully stocked at all times. Also, ensure the items are properly merchandised and make adjustments to the sales floor as needed. Assist with all necessary cleaning duties and store upkeep. Here the youths learn accountability and responsibility with exposure to punching a clock, handling cash, developing their time management skills, and exposure to running a business. Gaining work experience gives the youths the chance to apply the soft skills they learn in the WIOA program into their everyday lives - which will open doors and provide opportunities which may not have existed prior to this addition to the program.

Education Concurrent to Workforce Preparation for Specific Occupation:

Goodwill created a weekly Job Club that provides the youth an opportunity to learn and discuss all types of job readiness training.

- This month's focus was proper telephone etiquette, how to take and deliver phone messages, practice with cash handling, and mock interviews in order to prepare them on answering potential interview questions.
- Public speaking skills were also a focus and the participants worked on articulating how they earned/are earning their Competency Based Diploma through their alternative secondary school participation. Support and feedback was provided by identifying individual strengths.

Adult Mentoring:

The youth participated in a variety of presentations that provided them with opportunities to gain a wealth of information on various topics that will increase their overall knowledge in health related issues and career development. Examples of the presentations are provided below:

- The Salvation Army presented a six week Life Skills curriculum which was presented by the Salvation Army Family Intervention Services. Topics included establishing healthy relationships, how to deal with peer pressure, substance abuse prevention, positive communication, making good decisions, and a variety of other issues.
- Competency Based (CB) Participants had the opportunity to meet with Judge Freitas at the Hilo Courthouse to learn about his position as a judge, and what duties his position entails. They also had the opportunity to discuss what they are learning in their Government & Law unit, in regards to the difference between civil and criminal law, crime classification, and the court process.
- In the Expanded Food and Nutrition Program which was presented by Linda Martinez, youth learned about healthy eating habits, how to prepare healthy meals on a budget, goal setting, safe food handling, and the importance of regular physical activity.

Financial Literacy

Youth received financial literacy opportunities that were geared towards increasing participant's knowledge in financial topics such as budgeting, filing taxes, how to select a financial institution, practice filling out checks and deposit slips, etc. Through these trainings, youth have learned the importance of saving money and making smart decisions when it comes to spending money.

4) Other Programs

Big Island Workplace Connections (BIWC) One-Stop:

Preparations for our October Job Fair in Hilo have begun. Each year our job fair has grown and our One-Stop is already receiving requests from employers wanting to participate. Also, it has been decided to make the job fair even more successful, one week prior, BIWC will be offering a day of Job Readiness Training to prepare jobseekers. There they will receive assistance with creating resumes, work on interviewing skills, receive application assistance, as well as, learn how to dress for success.