

Hawai'i County Workforce Development Board

Workforce Development Council (WDC) Report

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County: Hawai'i

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1) Summary

Great cooperative efforts have been made to develop the Workforce Innovation and Opportunity Act (WIOA) Hawai'i County Workforce Development Board (HCWDB) Local Area Plan. Meetings were held and discussions had to gather input from but not limited to; HCWDB, local chambers of commerce, industry sectors, local unions, community based organizations, University of Hawaii at Hilo, County of Hawai'i Mass Transit Agency, County of Hawai'i Department of Research and Development, WIOA Core Partners, Alu Like, Division of Vocational Rehabilitation and Services for the Blind, Hawaii Community College, Hawaii County Economic Opportunity Council, Maui Economic Opportunity, Office of Housing and Community Development, Senior Training and Employment Program, Unemployment Insurance Division Waipahu Community School for Adults, Department of Labor and Industrial Relations Workforce Development Division, Goodwill Industries of Hawaii, Career and Technical Education Department of University of Hawaii, and the Department of Labor and Industrial Relations Workforce Development Council.

The Hawai'i Island Economic Development Board (HIEDB) is currently updating their Comprehensive Economic Development Strategy (CEDs) for Hawai'i County. HCWDB has linked efforts to coordinate developing strategies to align both plans and strengthen the economic development in our county through workforce development.

HCWDB was fortunate enough to enhance their WIOA understanding by having, Bernadette Howard, State Director, Career Technical Education (CTE), University of Hawaii, will provide valuable insight on Career Pathways and Sector Strategies at our last meeting. It provided clarification of relationships of various federal programs and how they overlap. Our Board looks forward to continue strengthening our relationship with CTE.

2) Individual WIOA Programs

Adult and Dislocated Worker (DW) Programs

Success Story

Persons with disabilities have been recognized to receive priority of service in our local area. Our participant was finding employment a challenge even though she had successfully completed the Individual Circuit Analysis (ICAN) program and the Volunteer Internship Program (VIP) through Workforce Development Division (WDD) in addition to numerous employment workshops. While working on her resume with the case manager, it became apparent that the participant needed to familiarize herself with job applications, work on her interviewing skills and remain steadfast in her quest to find work that could accommodate her needs and interests. Through her perseverance, the participant interviewed and was hired by Puna Kamalii flowers.

The participant began work immediately and was very inspired by the job, the people and the location. The participant placed a call to her case manager notifying her that she loved her job that she was happy to work with and be employed by people that were nice to her and understanding. The participant is thrilled with her placement and continues to remain committed to this employment opportunity.

Adult/DW Program Highlights

- Added 15 new Adult participants and 7 new DW participants in July.
- WDD has increased their staff, in Hilo hired their second (2nd) Employment Specialist (ESS) July 25, 2016.
- Office of Housing and Community Development (OHCD) WIOA Program Specialist met with WDD to welcome the new specialist and discuss possible training opportunities, as well as, follow up regarding the program progress and available services.

- OHCD Program Specialist completed Adult and DW monitoring on June 14 and 21, 2016 for both the East and West sides of the Big Island.
- All files reviewed by the OHCD staff were complete. No significant errors were found and minimal recommendations were offered.
- A future spot check of files is slated for October time frame to ensure that the recent staff are following the processes and have a strong understanding of Data Validation.

Promotion of WIOA to jobseekers:

- Encourage work experience program
- Promote opportunities for ex-offenders with coordinated efforts through The Going Home Consortium encouraging job fair participation, as well as encouraged employers to assist with employment opportunities, and outreach campaigns
- Provide an **Introduction to WIOA** program to Unemployment Insurance (UI) recipients. This is provided on a weekly basis and average over 50 on a monthly basis.

Youth Programs

Program year 2015 monitoring was completed for Goodwill of Hilo on June 9, 2016 and Goodwill of Kona on June 21, 2016. All files reviewed by the OHCD staff were complete. Overall performance was good, with no significant errors were found and minimal recommendations were recommended.

In-School Youth

In-School Success Story

This is a success story about a participant who attends Goodwill's Ola I Ka Hana Youth Program and a local employer in the Hilo area. After taking part in the Goodwill Store Community Work Experience Program (CWEP), where employee wages are subsidized during On the Job Training (OJT), the youth participant found that his interests lie in the "technical side" of retail, computers. This interest helped him discover *Computer Technician* as a possible long term career goal and is something he is definitely interested in pursuing.

In order to address his interest in the specialized field, research was done and a local business in the Hilo community was contacted. The participant visited the local employer, was able to ask questions and learn about opportunities available in the "computer tech" industry. During that visit, Super Geeks was also introduced to Goodwill's CWEP program and has signed on as a partner for OJT, subsidized employment opportunity. This youth is now employed and is on a promising career path.

Adult Mentoring:

In-School Youth participants participate in one-on-one services which help them with identify barriers to reaching their goals, such as working and attending school, as well as keeping commitments to family and friends. Identifying the barriers allows the participants to analyze the situation and develop problem-solving skills enhancing their decision-making abilities. This provides them the tools to make the right choices for themselves in any future situations they may encounter.

Education Concurrent to Workforce Preparation for Specific Occupation:

Participants are exposed to a variety of job readiness skills through **Job Club** each week. A popular job readiness skill training is **office skills** such as, answering phones, filing, and becoming more adept at Word program functions such as typing and letter writing. These services are provided to the participants on a one on one basis and teach them soft skills that can be utilize as they look at other occupations.

Support Services:

- A monthly bus pass was provided to a Ka'u youth allowing access to transportation in order to continue seeking employment.
- Basic school supplies were supplied to participants for the upcoming school year.

Labor Market and Employment Information:

- Participants were offered information regarding in-demand jobs for specific industries such as construction, nursing and retail.
- Participants had the opportunity to discuss internships, information regarding work training programs and volunteer opportunities with their youth specialists.

Out-of-School Youth

Success Story

One participant obtained employment in the food-service industry and has worked full time over this past summer. She graduated high school in May of this year and is registered for fall classes as a full-time student. This young woman plans to work part-time while attending college in Hilo. Living with her grandmother has helped her overcome adversity, as this young woman does not have either parent actively involved in her life. After overcoming obstacles at the end of her senior year in high school, she pursued employment and college readiness and is looking forward to this next chapter of her life.

Labor Market and Employment Information:

A presenter from the Wage Standard Division was brought in to share information regarding wage and hour laws as they pertain to youth.

- Under age youth aged 16-17 learned about applying on line for a Certificate of Age.
- They also learned about the limitations as to the number of hours they are allowed to work while attending school.
- Other discussions involved minimum wage and working overtime.
- The participants also learned about the employment and training program opportunities available through Alu Like, Inc. the Supplemental Youth Services for eligible youth who are Native Hawaiian, American Indian, or Alaska Native, aged 14-24 and are low-income status.
- The participants were exposed to various youth providers accessible in the community to assist youth working toward becoming academically successful and career ready.

Tutoring, Study Skills, Training:

All participants are provided basic skill development session in math and reading.

- The youth continue to develop their abilities in math problem solving and improving their reading skills.
- The youth are engaged and enthusiastic about their successes.
- The youth provide support to each other when peers experience difficulty especially in math.
- The youth are building a richer vocabulary through an "active learning words" list which inspires them to strive for higher level thinking skills. This is an ongoing learning experience and is reflected in their creative writing assignments.

Alternative Secondary School Offering:

Youth participants in the Competency-Based Community School Diploma Program successfully completed the unit on Occupational Knowledge this month.

Financial Literacy:

Participants are provided the opportunity to gain understanding in identifying wants and necessary needs and how to budget for them.

- Youth identify the difference between fixed expenses such as, rent and car payments and variable expenses such as, personal shopping and entertainment.
- Ages play a factor in determining their current wants and needs.
- The youth developed an understanding of how wants and needs can place stress on their lives if not properly budgeted causing them to live outside their means.

3) Other Programs

Big Island Workplace Connections (BIWC) One-Stop:

With the current low unemployment rate in Hawai'i, Big Island Workplace Connection (BIWC) is responding to the need of our local business assisting them with their employment vacancies, as well as, helping job seekers locate valuable employment. BIWC is striving to triple the size of its Job Fair this year! It will be held on October 27, 2015 from 10 a.m. – 2:00 p.m. at the Edith Kanaka'ole Tennis Stadium. Employers from all over the island will be attending. Community based organizations will also be there to assist those in need with their resources. The week prior, the One-Stop Partners will come together and provide a Job Readiness Workshop where participants will able to prepare for the job fair by creating resumes, work on interviewing skills, receive application assistance and learn how to dress for success.

