

Hawai‘i County

Workforce Development Board

Workforce Development Council (WDC) Report

Date: March 3, 2017

County: Hawai‘i

Compiled by: Michelle Arima

1) Summary

We have entered a new year, with a new U.S. President, new U.S. Secretary of Labor, new County of Hawai‘i Administration, and some new Hawai‘i County Workforce Development Board (HCWDB) members. In this time of change it is essential that we continue to collaborate and work together towards a shared workforce development vision. Our Board is continuously being educated and now has gained a solid understanding of various aspects of WIOA. Our Core partners are providing insight, updates and highlights regarding their programs at our Board meetings. One-Stop partners are collaborating towards a shared vision and efforts are being made towards enhancing our American Job Center(s). Also, we are on the cusp of launching our Request for Proposals (RFP) for our Adult, Dislocated Worker, and One-Stop Operator. In this time of transition, we are continuously taking steps to move forward with implementing the WIOA program.

The HCWDB has a deadline of April 10, 2017 to submit their Annual Plan to the Workforce Development Council. At this time, the narratives and budgets are being prepared for submittal. An Executive Committee will be held next week review and approve the final version of the plan before being routed to the Mayor.

The HCWDB was fortunate to have Peter Quigley, Associate Vice President of Academic Affairs for the University of Hawaii Community Colleges. His presentation demonstrated the exciting abilities of his newly developed software called, “The Sector Mapping Tool”. It provides extremely beneficial statewide data which is able to show levels of industry demand, wages, available positions, and related industry information that will be able to assist businesses, students, and jobseekers. WIOA has stressed the importance of the local boards being data driven, in which that tool will be very useful.

2) Individual WIOA Programs

Adult and Dislocated Worker (DW) Programs

Adult Success Story

KC is a 21 year old single parent enrolled in the WIOA Adult Program. KC was underemployed, working as an educational Assistant at one of the local elementary schools. Her employment was part time and not stable. KC needed help securing a full time job with benefits for herself and her daughter. KC was referred to Hilo Fish Company for a clerical position and was hired to work full time 40 hours a week, making \$15.00/hr. KC feels that she has the best of both worlds, a full time position with benefits and the means to support her daughter.

Dislocated Worker Success Story

PH is a 55 year old female who was laid off from a physician’s office. PH attended a Reemployment Service and Eligibility Assessment (RESEA) orientation, which is a program funded through the US Department of Labor to help Unemployment Insurance (UI) claimants return to work faster.

PH listened to the WIOA presentation and learned about the DW program. She enrolled, and she along with her career specialist developed an Individual Employment Plan. It was evident that if PH wanted to remain in the health care

industry, she required Microsoft essentials and intermediate level classes, which is part of WIOA Career Services. PH completed the computer courses and met once again with her specialist to job search and review labor market trends for employment in the medical field. PH interviewed and found that being proficient in MS word and Excel were requirements of the position. Thanks to the opportunity WIOA allowed for PH to upgrade her skills, she was hired by a prominent Hilo physician's office. PH is now happily and gainfully employed due to the benefits the WIOA Dislocated Worker program provided.

Adult/DW Program Highlights

- Enrolled (8) participants in Career Services – Security Guard Training –HawCC-Office of Continuing Education and Training (OCET), Microsoft Essentials and Intermediate Certificate programs – University Hawaii Hilo College of Continuing Education and Community Service (UHH CCECS), Basic Computer class, all 8 participants passed and received certificates of completion.
- (3) Participants received their Nurse's Aide certification through Prometric, licensing and exam providers and (5) Participants began the Certified Nurse's Aide Program
- Support Services were provided for (16) participants including work shoes, taxi coupons, OBRA (nurse aid competency) testing, finger printing, security guard test, bus passes, first aid/CPR
- (2) Participant began Process Technology and General Maintenance course at Hawaii Community College (HawCC)
- (1) Participant began Cisco Computer Networking Associate course at HawCC.
- Staff presented WIOA services to 45 **RESEA** participants
- Enrolled (15) participants in career services – Microsoft Essential and Intermediate Computer certificate program – (CCECS), basic computer class
- (1) Participant enrolled Paralegal I and II
- Held Weekly Test for Adult Basic Education (TABE)

Employer Program Highlights

- On-the-Job Training (OJT) Contract pending countersignature with ACCESS Capabilities for a Certified Substance Abuse Counselor (CSAC) trainee.
- Placement of (2) Work Experience participants in the following County and State offices: Public Works Department, Workforce Development Division
- Contacted Hawaii Spring Supply regarding job orders and as a potential for Volunteer Internship Program, work experience and OJT
- Contacted Big Island Substance Abuse Council regarding OJT, employment opportunities and HireNet

In-School and Out-of-School Youth Programs

In-School Youth Success Story

A participant who has been struggling with school, entered the Ola WIOA In-School program. By doing so, she was able to set an academic goal and am employment goal for herself:

1. Academic Goal: Improve her grades by 1 letter grade
2. Employment Goal: Attend Job Readiness Training classes to help her gain employment.

Since enrolling in the program, this student has met the first of her 2 goals. Academically, she improved her grades in two subjects: Math and Science by 2 letter grades (from a D to a B). Her program specialist did not want to overwhelm this youth by working on two goals at once, so staff worked with this individual to focus on her academics.

Once her academic goal was met, program staff arranged for her to partake in several job readiness training sessions. This participant has since, successfully created a generic resume and cover letter as well as participated in a mock interview with Super Cuts located in Kea'au, Hawaii. In addition to working on job readiness training with youths, Super Cuts has also signed a Community Work Experience Program (CWEP) Agreement with the Ola program, to work with other interested participants. For this particular participant, her journey is far from over, and by setting goals and working to accomplish them, she's headed in the right direction.

Tutoring, Study Skills, Training:

- Multiple WIOA In-school participants were given individual tutoring sessions. The In-school Youth Specialist aided participants in the completion of their homework assignments and mentored youth in raising their grades in a step by step process. One youth in particular raised six out of seven of her letter grades at Kea'au High School by an entire grade under guidance from her Youth Specialist.
- Program staff continue to support youth who struggle with basic math and reading concepts. Supplemental tools are used to assist with meeting Adult Education enrollment requirements. One-on-one or group tutoring is also provided to those enrolled in Competency Based (CB) classes.

Leadership Development Opportunities:

- In-School Youth participated in a community and service learning project that helps to increase their social and relationship skills.
- Participants were provided the opportunity to attend multiple Job Readiness Training classes on resume writing, interview skills, and how to best navigate different employment fields. Additionally, courses in financial literacy, job searching, transportation to and from work, and organizational skills were offered. Individual career support was offered to participants by appointment with Youth Specialists every Friday.

Adult Mentoring:

- Mentoring is primarily done by program staff through one-on-one meetings. Resiliency was a topic in which program staff mentored youth. Youth learned about what resiliency is and why it's important. Youth were taught that resiliency is the ability to overcome challenges of all kinds—trauma, tragedy, personal crises and how to bounce back stronger, wiser, and more empowered.

Post-Secondary Education Support:

- Post-secondary education support is provided to youth who have not yet completed the admissions/financial aid process. This service is provided to all youth who are interested in continuing their education at the next level and includes:
 - College campus and services tours
 - College support offered to individuals in Kona for distance education
 - Individual application support and planning appointments
 - Individual tutoring during finals week
 - Provision of financial aid packets and assistance with completing the forms

Financial Literacy:

- Several classes were held for youth interested in learning how to save money and plan for life goals surrounding finances. Students were taught how to open a savings account, how much of your paycheck to try and set aside and how to budget. Program staff provided examples of costs of cars, houses and children and how financial planning can be used to meet goals and make larger purchases.

Paid and Unpaid Work Experience

- A participant continues to participate in Ola's Community Work Experience Program. Evaluation sheets returned to the program indicate she will be a great candidate for future permanent position with Ola partnering employer.

Out-of-School Youth Success Story

In 2012, a young man entered through Ola's doors. At the age of 19, this youth had come with a list of barriers that would surely hold him back from becoming the man he wanted to be...or so he thought. This youth had no income, was a drop-out youth whose last grade completed was 9th grade at Kua O Ka La Public Charter School. He was basic skills deficient, had no work experience, homeless and battled with substance abuse for some time. Throughout the years, he had been attending the Ola program in hopes of earning his diploma through the Waipahu Community School for Adults.

As life would have, in 2013, he had found avenues that interested him and put his education and work life on hold, making it difficult for Ola staff to make contact with him as his phone numbers and mailing addresses would often change. Appointments were arranged to meet and he would either not call to confirm, or would just not show up. But due to the diligence of the Ola staff, they were able to use social media to reconnect with this youth. Contacting him via social media made it a little easier for program staff to provide or at least inform him of the services which he was still eligible. .

In 2014 he returned to Ola, ready to get back on track. He attended Ola's Basic Skills enrichment classes and was eligible for the Competency Based Community School Diploma Program classes. The participant earned his diploma on January 29, 2016.

After graduating with his diploma, this youth was without permanent employment, but rather found odd jobs that paid cash under the table. Throughout the year, program staff would invite him to participate in college campus visits to the University Hawaii Hilo and Hawaii Community College (HawCC). He took program staff up on their offer and attended a campus visit in late 2016 and after visiting an Agriculture class at HawCC, he found that it was something he was interested in and wanted to pursue. Thanks to the WIOA program and the Ola staff this participant enrolled in post-secondary education and is currently attending HawCC, majoring in Liberal Arts.

Tutoring, Study Skills, Training:

- Basic skills enrichment and additional tutoring services are provided to those who have not been found eligible to participate in Adult Education classes. Program staff continue to support youth who struggle with basic math and reading concepts. Supplemental tools are used to assist with meeting Adult Education enrollment requirements. One-on-one or group tutoring is also provided to those enrolled in CB classes.

Alternative Secondary School Offering:

- Two youth in East Hawaii were found eligible to begin classes with Adult Education. They began their first unit of study – Occupational Knowledge (OK). The OK Unit consist of: Assessing Job Readiness, Career Explorations, The Job Hunt, The Job Interview and Now that You are hired. Youth were scheduled to take the OK Unit test on February 10th.
- A participant in West Hawaii was found eligible for Adult Education classes. He will begin his first CB Unit in early February.

Occupational Skills Training:

- The Hawaii Institute of Healthcare & Training Services visited the Ola program and provided youth with information regarding the application process, tuition costs, resources available for financial assistance and training programs available through their organization. Packets on specific medical fields were provided: Medical Billing, Phlebotomy Training, Medical Admin Assistant, Nurse Assistant Training and Pharmacy Technician.

Leadership Development Opportunities:

- Youth have participated in a community and service learning project that helps to increase their social and relationship skills. Youth have decided to continue to volunteer with Goodwill's Ho`olana Adult Program as they have made connections with the people attending the day time program. The program is designed to support and provide services to intellectual and developmental disability adults. Some of the tasks youth assist with are: reading, computing basic math problems (addition and subtraction), helping with fine motor functions, socializing and etc.

- Beach clean-ups continue for youth in West Hawaii as they enjoy the outdoors and give back to their community.

Adult Mentoring:

- Mentoring is primarily done by program staff through one-on-one meetings. Resiliency was a topic in which program staff mentored youth. Youth learned about what resiliency is and why it's important. Youth were taught that resiliency is the ability to overcome all kinds of challenges—trauma, tragedy, personal crises and how to bounce back stronger, wiser, and more empowered.

Comprehensive Guidance and Counseling:

- Youth in East Hawaii were provided with the opportunity to partake in the Connect Training -Suicide Awareness and Prevention. The Connect curriculum includes how to identify suicide warning signs and intervene with a person at risk. Building on that foundation, Connect focuses on the community as a whole and how to work across systems to build a safety net for people at risk.

Financial Literacy:

- A financial literacy session was held for youth in East and West Hawaii which included:
 - An introduction to choosing a financial institution.
 - Youth completed a pre-test on what they knew about financial institutions.
 - Information on the comparison of banks vs. credit unions and the benefits of a checking and savings account was distributed and discussed during the session.
 - Additional information on Certificates of Deposit (CD), Mutual Funds and Joint Accounts were provided.

Post-Secondary Education Support:

- Post-secondary education support is provided to youth who have not yet completed the admissions/financial aid process. This service is provided to all youth who are interested in continuing their education at the next level.

3) Other Programs**Big Island Workplace Connection, a proud partner of the American Job Center**

The One-Stop Partners are taking steps to carefully plan and coordinate services at the present and future American Job Center. Together they have reviewed The Training and Employment Guidance Letters 04-15 Vision for the One-Stop Delivery System under the Workforce Innovation and Opportunity Act and 16-16: One-Stop Operating Guidance for the Workforce Innovation and Opportunity Act in order to be on the same page and develop a budget for the One-Stop cost allocations. These efforts are expected to enhance the process of an effective Memoranda of Understanding which will assist in establishing a beneficial integration of the workforce system programs. Next week at our monthly One-Stop Partner's meeting, all the partners will come together to go through Memorandum of Understanding Workbook in order to continue to move forward. The One-Stop RFP will be awarded in the beginning of May and at that time the location(s) of our American Job Center will be identified.