

# Hawai'i County Workforce Development Board

## Workforce Development Council (WDC) Report

**Date:** June 28, 2017

**County:** Hawai'i

**Compiled by:** Michelle Arima

### 1) Summary

Hawaii County is working toward a unified vision for its local WIOA One-Stop delivery system. Together the Workforce Development Board, the Mayor's Representative, One-Stop Partners, and Oversight Committee have engaged in a collaborative and good-faith negotiation process. Additional meetings were held to develop the WIOA Memoranda of Understanding (MOU), which included identifying specific methods of delivery for each required partner, providing services, and determining how the services will be coordinated. The MOU is currently under review by the County of Hawai'i Corporation Counsel and will go out for signature to the One-Stop Partners, Hawai'i County Workforce Development Board, and our Mayor. That being said, the infrastructure funding agreement which will identify the specific infrastructure, as well as, the local workforce development system costs to be shared among the required partners, has not been fully agreed upon as of yet at this time.

On March 31, 2017, Hawai'i County posted a request for proposal (RFP) for the PY17 One-Stop Operator, Adult and Dislocated Worker programs. The new One-Stop Operator was to start establishing the American Job Center by June 1, 2017. Unfortunately, we only received one proposal, which was determined to be non-responsive. We will revise and post the RFP. We are striving to have the new One-Stop Operator, Adult and DW programs all in place by September 1, 2017.

In the meantime, Office of Housing and Community Development will continue their role as the One-Stop Operator. The current American Job Center location of 1990 Kinooole Street, Hilo, as well as our Kona affiliate site will be maintained until the new One-Stop(s) is established.

At our last Hawai'i County Workforce Development Board meeting, the Board agreed to extend Goodwill's Youth program contract for the next program year of service (PY17) effective approximately August 1, 2017 to July 31, 2018.

Program Year 2016 monitoring for the In-School Youth, Out-of-School Youth, Adult and Dislocated Worker programs in Hilo began June 20, and will wrap up on Friday, June 23, 2017. Kona offices are scheduled for June 30, 2017. Upon completion providers will receive a report which will also be shared with WDC.

### **Adult Program and Dislocated Worker (DW) Programs**

#### **Adult Success Story**

RA, an unemployed 50 year old female with only a high school diploma, no post-secondary education, and a history of arrests came to the WIOA Adult program in search of assistance. Her goal was to obtain a security guard certificate in order to become gainfully employed.

The WIOA Adult program enrolled her in the Security Guard Training from the Hawaii Community College - Palamanui campus in North Kona. Provided her support services for finger printing and the Transportation Workers Identification Credential (TWIC) card which is required for security guard employment at U.S. harbors.

With her new qualifications RA applied at Kawaihae Harbor and at the Hilton Waikoloa. RA found herself with not only one full time offer, but two. RA's schedule accommodates the two full-time positions which includes benefits and fair compensation. RA continues to be driven by the opportunities provided to her, through the assistance of the WIOA Adult program, and is considered a true program success.

#### **Dislocated Worker Success Story**

SG, was an unemployed 41 year old, single parent and foster parent who had previously worked as an Association Manager for a local realty company. The company did a reorganization and SG was let go. SG was introduced to the WIOA Dislocated Worker program after attending the Unemployment Insurance Division's Reemployment Services and Eligibility Assessment (RESEA) Program orientation. SG enrolled in WIOA's Career Services, began taking Paralegal I and II courses in order to gain the basic education needed to become a paralegal. In April, she completed both courses and received her paralegal certificate.

SG felt that becoming a Notary Public would increase her skillset and qualifications as a paralegal, so by filling out the application and taking the required exam she was successful. SG's employment counselor assisted her with job referrals to the Legal Aid Society of Hawaii, along with other private law firms that have paralegal openings. She took a volunteer position with the Prosecuting Attorney's Office as a Legal Clerk to gain work experience, network and expose herself to additional opportunities.

### **Adult/DW Program Highlights**

- In the last quarter, WIOA Dislocated Worker service orientation was provided to 103 Unemployment Insurance recipients at the Reemployment Service Eligibility Assessment as part of the Hawaii County's WIOA outreach campaign
- WIOA Adult and Dislocated Worker programs were represented at the Hawaii Community College Job Fair held April 3, 2017

### **Training**

- Enrolled 5 participants in April Certified Nurse's Aide training
- Interviewed and enrolled 6 Certified Nurse's Aide training which will start June 26, 2017

### **Career Services**

- Enrolled 8 participants in Computer Classes which include Microsoft essentials/intermediate computer classes in June
- Medical Terminology Course was completed by 3 participants
- Enrolled 1 participant in Paralegal I and II for certificate
- Enrolled 1 participant in Process Technology and General Maintenance certificate program at Hawaii Community College
- Support Services were provided for (11) participants including OBRA Certification (nurse aide competency) testing, finger printing, taxi coupons, bus passes, security guard card application

### **Employer Program Highlights**

- Monitoring successful progress of the Substance Abuse Counselor (SAC) trainee participating in the On-The-Job Training (OJT) with ACCESS Capabilities
- Petroglyph Press has agreed to a four month OJT term to house a WIOA Adult participant.

### **In-School and Out-of-School Youth Programs**

#### **In-School Youth Success Story**

One of the goals of the WIOA program, is to set up an Individual Service Strategy Plan which assists the youth in determining their needs and identifying their interests. It becomes action plan that is utilized to assist in achieving their goals, whether it is getting their diploma, getting a job, or attending college. Then comes the hard work and ultimately the pay off and the reward. But sometimes follow up with the kids is difficult when they do not have the things we take for granted as part of everyday life such as, a working cell phone, a social media account or additional contacts like family and friends which makes it easier for their youth specialists to reach out to the WIOA Youth participants and obtain the progress of these youth.

Through the youth specialist's due diligence, one participant was found to be gainfully employed at the Kona airport. Sounds great, she got a job, but through conversations between the youth and the specialist, the specialist found out that the participant wasn't enjoying her job, that wasn't a stepping stone to her long term goal of wanting to be a photographer. Concerned the youth would quit the job with no other prospects, the youth specialist worked with the youth, to find a solution based on the Individual Service Strategy Plan developed between the two.

The participant's goal was to do something with photography, which she enjoyed and was interested in finding out more about the business and opportunities the career would afford. The youth specialist matched her up with a professional photographer in Kona, through the Community Work Experience Program, so that the youth could continue at her current job while being afforded the chance to engage in a field that sparks her interest. The business owner and the youth are excited about this opportunity. She will also be taking a photography class at Palamanui College allows her to continue on the journey of pursuing her dreams and aspirations of becoming a Photographer.

**Tutoring, Study Skills, Training:**

- Program staff has implemented a tutoring plan for youth who have requested additional assistance with increasing their reading and mathematical comprehension levels. Educational support continues to be provided through the Ola program to afford youth the assistance needed to progress in their studies.
- Educational support is provided through the Ola program. The monthly calendar is made available to the in-school clients, listing out dates and times when the Youth Specialist is available to meet with clients to support them in their individual educational needs.

**Paid Work Experience:**

- Through Ola's Community Work Experience Program, youth are afforded the opportunities to learn new experiences that they are able to use in a workplace setting as well as provides youth with opportunities for career exploration and skill development.
- Program staff have continuously worked with community members to promote positive youth development and employment opportunities for youth to partake in. CWEP agreements with vendors/ small business owners have been put into place and used for youth interested in specific career pathways.
- One of our star performing clients continues to be an exceptional employee in our Community Work Experience Program (CWEP) while also excelling in her second semester of college. This client has reached her initial 100 hours in CWEP and have extended her to work an additional 100 hours. Her work performance is consistently exceptional and she is a valuable member of her work community at Aloha Pawz.

**Labor market and employment information**

Regularly posted job listings are made available for all youth participants at the Ola office. If youth are unable to meet with program staff to discuss the current job market, information on specific employment opportunities are sent via mail to youth to make them aware of what is available.

**Financial Literacy:**

During the month of May, the financial literacy class taught was Money Management. Youth were invited to gain information and knowledge on how they are better able to control the amount of money spent. Program staff provided youth with tips on: goal setting; limiting their spending on things they need vs. want; the importance of having a savings/ checking account; how to set a budget; focusing on planned purchases; and how to review their spending statements.

**Out-of-School Youth Success Story**

When this participant enrolled in the Ola program, he was 18 years old, homeless, high school drop-out, no income and was considered basic skills deficient. All of those factors contributed to his lack of self-confidence and self-worth. But thanks to the WIOA Youth Program and the continuous support and guidance of Goodwill's Ola I Ka Hana program staff this participant gained self-confidence and self-worth by setting goals and working hard.

He successfully completed the Ola program by obtaining his Competency Based Community School Diploma and enrolled in post-secondary education at Hawaii Community College. He is enrolled in the Agriculture program and is working towards earning a certificate as an Arborist. Upon completing the WIOA youth program provided by Goodwill, the participant is optimistic about his future and is aspiring to become an agricultural entrepreneur.

**Tutoring, Study Skills & Instructions:**

- Basic Skills classes are continuously offered to participants who needs assistance with reading and math skills. Individual tutoring sessions are offered by Youth Specialists to participants who shows the need for improvement in reading and math skills.
- Several youth have taken the Comprehensive Adult Student Assessment System (CASAS) test issued by the Waipahu Community School for Adults – Hilo Campus.
- Peer-to-peer mentoring in math and reading drills help to develop math and reading skills amongst youth. Encouraging group work and peer-to-peer tutoring has shown improvement in individual success.

**Alternative Secondary School Offering:**

- Currently, 2 Competency Based (CB) classes are being offered at Ola. The classes being taught at Ola are: Consumer Economics and Community Resources. The Consumer Economics unit consist of: Managing Your Money, Using Banking Services, Protecting Consumers, Evaluating Advertising and Shopping for Best Buys. The Community Resource Unit is an introduction to community resources. Youth are provided with classes that range from: Life Management Resources and Skills, Educational Resources in the Community, Government Services and Resources, Recreational Resources and Cultural and Literary Traditions.

- Participants enrolled in the Community Resource (CR) and Consumer Economics (CE) Unit were scheduled to test on May 25, 2017. All youth enrolled have passed the CR and CE Unit test and will begin the new CB Unit – Government and Law in July.

#### **Paid Work Experience:**

- One of our star performing clients continues to be an exceptional employee in our Community Work Experience Program (CWEP) while also excelling in her second semester of college. This client has reached her initial 100hrs in CWEP and we have extended her to work an additional 100hrs. Her work performance is consistently exceptional and she is a valuable member of her work community at Aloha Pawz.

#### **Alternative Secondary School Offering:**

- Competency Based (CB) classes, also known as the diploma track program, continues to be offered to participants who pass or meet the minimum test scores for CASAS.
- Participants are currently in the Community Resources Unit Book. This Unit Book covers Life Management Resources and Skills, Education Resources in the Community, Government and Resources, Recreation Resources and Cultural and Literary Resources. Youth participated in a field trip to offices and locations of beneficial Community. Participants also visited the Hilo Library to learn about how to use this public resource to access information.
- Participants will be tested on the Community Resource Unit Book April 25, 2017. Successful completion of Unit Book with a 70% or higher, participant will be eligible to take mastery test to attain diploma.

#### **Leadership Development:**

- Youth participated in a beach clean-up activity to further comprehend responsibility and develop leadership skills. Participants were aware that people working for the Parks and Recreation Department are the ones who clean the beaches and parks. Some participants led their peers to areas that was overlooked by workers earlier and were able to clean and pick up trash.
- A participant is currently in her last Unit Book for CB and is scheduled to put in 100 volunteer hours with Ho'olana program to fulfill Phase II of diploma track program.
- Youth participated in a curriculum planning activity. All youth were involved in the planning of the July calendar of events. Youth discussed the importance of having adult mentors from the community come in and talk about topics and/or issues that interests them, and hopefully help them in their choice of career path.
- Youth participants also participated in an Ohana Day planning, in which youth are solely in charge of planning out this day in hosting their families and showing their appreciation for their support while in Ola program. Activities for Ohana Day was discussed among youth with leadership and guidance from Ola staff to facilitate their planning.
- Youth attended the job fair held at the Kona Commons Shopping Center. There, youth were able to visit with various vendors such as Target, TSA, West Hawaii Concrete, Hawaiian Airlines, KTA, Hawaii Community FCU, Hertz, Genki Sushi, and Kona Community Hospital just to name a few.

#### **Financial Literacy:**

- Representatives from the Hawaii Federal State Credit Union came to Ola and spoke to youth about Budgeting and did a Reality Fair with participants. Representatives explained the importance of understanding the value of money and how participants should develop and start practicing good habits of saving money and how to keep track of spending. Participants were asked to list and write out what a day-to-day spending looked like from a family household perspective. The point of this activity was to create awareness and promote self-sufficiency among participants in managing their money wisely.
- Youth Specialist presented on ways to manage money wisely as a follow-up activity to the Reality Fair presented by Hawaii Federal State Credit Union. Youth used the skills they learned in planning out Ohana Day for them and their families and figuring out what was needed yet keeping in mind wants versus needs in keeping costs at a minimal.
- Participants participated in a Best Buy activity where they were given a list of items to compare prices at Target, and being able to shop accordingly on a budget.
- Representatives from the Hawaii Federal State Credit Union came in to talk about Savings and Investments to participants, as well as, spoke about the importance of credit and the differences between good credit and bad credit.
- Lesson plans are available and ready to teach clients about finances (including: budgeting, banking, and saving.)

**Outreach:**

Program staff have continued to conduct outreach efforts to schools Island wide. Recently, several youth from Waiakea High School have shown interested in enrolling the WIOA In-School program. Intake and eligibility appointments were completed. Program staff are working with families to assure all documents needed for eligibility are provided. Once documents have been received, eligibility can be determined. A new participant has completed the assessment process and is currently working with program staff to meet educational and employment goals. Additional Outreach efforts to various schools around Hawaii Island will continue until the enrollment goal has been met.