

Hawai'i County

Workforce Development Board

Workforce Development Council (WDC) Report

Date: December 8, 2016

County: Hawai'i

Compiled by: Michelle Arima

1) Summary

The Hawai'i County Workforce Development Board submitted their WIOA Local Area Plan on October 26, 2016. From the development of the plan came the Board's vision which is to "Provide a fluid and adaptable workforce system that meets the needs of employers and jobseekers supporting a vibrant economy." It is very exciting to continue to work toward this with the goals being:

1. Enhance and rebrand the One-Stop Centers
 - Provide outreach and engagement of employers, addressing their needs
 - Establish and maintain high visibility through a coordinated marketing campaign
 - Coordinate and align seamless service delivery system
 - Focus on quality of service and enrich a customer centered design
 - Establishing Career Pathways for all job seekers—particularly with our WIOA-designated target populations (this should include support for wrap around services from mandated, secondary and tertiary AJC partners)
 - Establishing a support system for all of our emerging industries
 - Establishing a support system for employers and industries at-risk in our local economy
 - Ensuring our AJCs are provided the technical guidance and support needed to proficiently serve our businesses and all job seekers
2. Create greater access for vulnerable populations with employment barriers – create greater access
 - Serve the public as not only a resource for employment , but as an empowerment center where basic barriers to employment can be resolved
3. Address geographic challenges
 - Enhance outreach programs
 - Research and identify enabling technology
4. Pilot youth programs and coordinate a youth development system
 - Coordinate existing community structures and resources that enhance and support opportunities for your development
 - Promote leadership development via exposure to positive role models and mentors
 - Promote youth development programs and activities that ensure that youth thrive and become empowered
5. Become more data driven
 - Provides accountability
 - Denotes anticipated results
 - Sets expectations
 - Provides guidance that allows the program to be success oriented
 - Identify industry clusters and industry resources
 - Use data to identify workforce necessities
 - Identify employer needs to guide the effective use of resources
 - Assist with identifying career pathways and labor markets
6. Strengthen Partnerships/Efficiency focused
 - Draws resources and momentum from multiple sources to provide collaborative talent development system that engages employers and job seekers at the local level.
 - Add additional resources to the One-Stop so that additional resources may be accessed at the same visit
 - Multiple access to the same services/training/assistance.
 - Collaboration for a positive relationship with all workforce stakeholders.
 - Connect Youth to the workforce system.

During the Hawaii National Apprenticeship Week, Richard Cowan, Apprenticeship Program Coordinator at Hawaii Community College, Office of Continuing Education and Training attended our Hawai'i County Workforce Development Board meeting (HCWDB). There he provided a presentation explaining how apprenticeships can benefit in-demand industry sectors in our community, as well as, educated our Board members on the necessary steps it takes to become a registered apprenticeship. Richard was also able to provide apprenticeship information to our community at the Big Island Workplace Connection Job Fair.

Peter Michaud, Public Information and Outreach Manager, provided our board with a tour of the Gemini Observatory. He went on to explain how the observatory is fulfilling its mission "To advance our knowledge of the Universe by providing the international Gemini Community with forefront access to the entire sky." Gemini has educational programs introducing astronomy to the local elementary school children, planting seeds of interest to those who may someday want to follow the astronomy career path.

With the assistance of the dedicated OHCD staff, the necessary steps are being taken address the One-Stop infrastructure funding, memoranda of understanding and procurement process. Overview of the upcoming requirements have been discussed at both the HCWDB and Big Island Workplace Connections (BIWC) meetings. Future meetings are being planned to move forward.

2) Individual WIOA Programs

Adult and Dislocated Worker (DW) Programs

Adult Success Story

AH entered the Workforce Innovation and Opportunity Act (WIOA) Adult program on July 5, 2016. AH is disabled and suffers from Cerebral Palsy, and remains highly motivated to work so making sure partners were involved to assist with her job readiness training and personal growth was a key component to her success.

AH used the resources available to her, through the WIOA Adult Program provider Workforce Development Division (WDD) and the Department of Vocational Rehabilitation (DVR) in order to get her the skills, training and support services she needed. AH worked with her Employment Specialist to create a resume, filled out job applications and worked on her interviewing skills. Due to her condition AH had issues with her personal hygiene, had ill-fitting shoes (two sizes too big) and lacked the appropriate attire to go on interviews. DVR was able to provide appropriate interview and work attire and was able to get her fitted for shoes that provided the proper size and support.

AH interviewed at CVS Longs Drugs and was subsequently offered a part time job at 25 hours per week. Within two weeks of employment, AH was offered a full time position. This was due in part to her work ethic and drive and the collaborative partnership between WDD and DVR.

Dislocated Worker Success Story

ED entered the WIOA Dislocated Worker program on 8/9/2016. ED had recently been terminated and was receiving unemployment benefits. ED had exceptional qualifications, but was disheartened by the termination and had signed up for computer skills training to add to her skills arsenal.

ED met with her Workforce Development Division Employment Specialist to review job referrals, update her resume and enroll in the Microsoft Excel and Word courses. ED was hired by the Bay Clinic as an accountant and was offered a starting salary of \$52,000. ED is a good fit for her position and is doing exceptional at her new job. Sometimes it's just a matter of having the right tools and finding the right fit.

Adult/DW Program Highlights

- Added 46 new participants in the last quarter
- Over the past quarter, WIOA Adult and Dislocated Worker provider Workforce Development Division (WDD) met with 106 Unemployed Insurance candidates eligible for the United States Department of Labor's Reemployment Services & Eligibility Assessment (RESEA). All 19 of the newly enrolled WIOA Dislocated Worker participants came from the REAEA program.
- WDD facilitated Interviewing Skills course during the Job Readiness Training Workshop held October 20, 2017.

- One-Stop Partners hosted the 3rd Annual Big Island Workplace Connection Job Fair, October 27, 2016. There were over 90 employers and over 800 participants.
- Provided orientation to 10 participants for Work Experience Program and placed 5 participants with County Departments/Agencies.
- Served as a member of the Going Home Hawaii Consortium Employer Relations Committee – whose goal is to develop strategies for the ex-offender furloughed population to engage with employers and provide them support throughout the process.

Employer Program Highlights

- Met with various employers attending the Big Island Workplace Connection Job Fair and explained about the WIOA Work Programs and On the Job Training components
- Currently negotiating with Access Capabilities as a potential On the Job Training (OJT) employer
- WDD was able to work with Pacific Facility Inc. to get a WIOA Adult with multiple barriers to employment (disabled/ex-offender) hired as a maintenance worker for a Hilo shopping complex. In addition to the employment, support services were also provided by way of work pants, socks and shoes, the uniform shirt was provided by the employer.
- Working with Hawaii Beef Producers who is interested in hiring ex-offenders for OJT. On-going collaboration for securing bus routes and/or transportation due to geographic distance.
- WDD met with ten (10) County of Hawai'i departments to discuss the opportunities available through the WIOA Work Experience Program (WEP). WDD signed Work Agreements with the following Departments/Agencies and already have had 5 placements
 - Child Welfare Services (*placement*)
 - County of Hawaii Automotive Department (*placement*)
 - Department of Environmental Management (*placement*)
 - Department of Finance – Purchasing
 - DMV (*placement*)
 - Panaewa Zoo,
 - Prosecutor's Office, (*placement*),
 - Public Works Labor Division
 - Public Works Clerical Division
 - Real Property Tax,

Youth Programs

In-School Youth Success Story

An In-School Youth participant currently enrolled at Hawaii Community College and needing a part time job, recently met with her Youth Specialist to review her work readiness goals. The participant stated she was interested in working in the Customer Service/Retail Industry. As the conversation progressed, it became evident that the youth enjoys animals and expressed interest in working with them.

Taking this under advisement the Youth Specialist collaborated with small business owners within the Hilo Community to participate in the Community Work Experience Program (CWEP) in order to find a potential candidate for the participant. Goodwill found the perfect match and set up a Community Work Experience agreement with *Aloha Pawz*, a “specialty pet boutique for dogs, cats, and the pet passionate people that love them.” Here the youth will acquire work experience, develop basic work habits and prepare for economic independence while working on her customer (people and animal) service skills. All the necessary steps are in place for the participant's CWEP to start in early November.

Support Services:

Participants who needed additional assistance with transportation, housing, medical services, work-related issues, childcare and etc. were provided with necessary information and resources by the Goodwill Youth Program. Program staff have continued to support youth in meeting personal goals, as well as, help youth to break down barriers that continue to be a challenge for them.

Post-Secondary Education Support:

- College/ Career support sessions were held during the month of September to those interested in attending the next college semester/ year
- Information pamphlets were distributed to youth regarding upcoming financial aid deadlines as well as scholarships

- College visits were scheduled and attended by youth interested in attending Post-Secondary Education

Paid and Unpaid Work Experience

- Job Development by program staff have continued throughout the month of October. Various vendors met with program staff and have agreed to Goodwill's CWEP Agreement
- Youth have met with interested community businesses to acquire work experience, develop basic work habits, and prepare for economic independence

Out-of-School Youth Success Story

A participant that entered the WIOA Program in August as a single, parenting, high school dropout, on the Supplemental Nutrition Assistance Program, earned his Competency-Based Community School (CBCS) diploma by attending classes at Goodwill, and has been successfully employed for five months in an unsubsidized position at the Goodwill Retail Store.

He has received training in stocking, logistics, distribution and cashiering. In order to hone his soft and retail skills, the participant regularly attends life skills workshops and job readiness trainings provided by Goodwill. These workshops allow him to cope with his surroundings, focus on the job at hand, develop his communication skills and grow him as a leader.

His latest undertaking was recently speaking with his boss regarding an adjustment in his work schedule as he will be attending classes at Hawaii Community College in January, 2017. This participant has come a long way in a short time with the assistance of Goodwill Youth Specialist and the WIOA Program.

Education Concurrent to Workforce Preparation for Specific Occupation

- The participants attended workshops that covered a variety of job-related topics. These topics included "What Employers Expect from You", "A Good Attitude," "Dressing for the Occasion: Interviewing in Hot Weather," and "Resume and Job Application Review."
- Youth attended a Job Readiness workshop, presented by Big Island Workplace Connection. The workshop provided station on job readiness topics, such as resume writing, filling out job applications, dressing for success, and interviewing skills.
- The youth completed the RIASEC assessment (RIASEC is an abbreviation that stands for **realistic, investigative, artistic, social, enterprising and conventional**. RIASEC is also called John Holland's Six Types of Personality) in order to help them identify what career pathway is most likely to suit them based on their skills and interest.

Labor Market and Employment Information:

The participants attended a Job Fair presented by the Big Island Workplace Connection, where they were able to submit resumes and speak with potential employers about available positions within the companies.

Financial Literacy

- Presenters came from HFS Federal Credit Union and gave a two-part lesson on saving, budgeting, the meaning of credit and how to build it, the different types of accounts and how to understand your accounts and activities
- Youth participated in a four-part lesson on spending and budgeting that had the youth keep track of their real-life spending for the week and analyze whether their expenses are within their budget

Adult Mentoring

- Youth took part in a discussion and lesson on Healthy Living which went into detail about healthy versus unhealthy foods, the importance of daily exercise, and ways that everyone can improve their health in simple ways
- Youth in Kona met with the group: Prevent Suicide West Hawaii Taskforce to discuss bullying, depression and suicide. Marriage and Family Therapist – Nancy S. took the time to speak with youth on these stressful topics offered support to youth outside of Goodwill

Leadership Development

- Youth participated in Leadership Development by working with Youth Specialists to do October and November curriculum planning. Youth came up with ideas for activities and lessons that align with their interests.

- In light of September 11th's tragedy, youth in West Hawaii took part in a silent vigil and discussed how this event has changed the USA.
- The youth collaborated with each other to plan the December curriculum with the guidance of Youth Specialists. The participants brainstormed ideas that they could do for December's life skills lessons based on all of their interests and needs. Two participants facilitated the rest of the group and kept track of the suggestions that their peers came up with.
- Youth in Hilo participated in a beach clean-up of Onekahakaha Beach Park located in Keaukaha. Many of the participants reflected on how they did not realize how dirty the beach was and the activity made them more conscious of the effects of littering.
- The participants viewed the documentary "Bully" in light of October being Anti-Bullying month. The documentary follows the stories of students who have faced extreme bullying in their life and how it affects them. The participants discussed the repercussions of bullying on individuals and society and what they can do to take a stand.
- October is also Domestic Violence Awareness month. The youth viewed the movie "Enough" to bring awareness to the complex cycle of domestic violence.
- Youth in Kona participated in a community service learning project at Maka'e. Youth along with other organizations worked together to restore the path with greenery and materials.

Alternative Secondary School Offering

- Competency Based Community School Diploma Program classes are continually offered to youth who are found eligible by the Waipahu Community School for Adults – Hilo and Kona Campuses.
- Youth in East Hawaii are currently studying the Government and Law Unit. In this unit, the participants covered the chapters of The Role of Government, About Taxes, Law and Justice Awareness, The Responsible Citizen, and Legal Documents. The youth visited Hale Kaulike, the local courthouse, where they were able to sit in on a hearing and ask Judge H. Nakamoto about any questions they had concerning the law and the role of the judge.
- Youth in Kona continue to study the CBCSDP Unit – Health. In the health class, youth are reviewing topics such as: Health and Wellness, Chronic Diseases and Substance Abuse.

Tutoring, Study Skills, Training

- Basic Skills classes continue to be offered to participants who are in need of basic reading and math skills. Individual and group tutoring sessions with a Youth Specialist are available whenever requested by a youth.
- A participant passed the CASAS tests and will be entering the C-Based diploma classes in October.
- A lesson on Mindfulness Meditation for Test Taking was done with the participants to introduce an additional way the youth can prepare for tests. Youth were instructed on how to do deep breathing and become aware of the present, as studies have shown that mindfulness exercises can help with focus and concentration on tests.

3) Other Programs

Big Island Workplace Connection, a proud partner of the American Job Center

Our One-Stop is demonstrating outstanding continuous improvement! That is what happened this year when the County of Hawaii OHCD WIOA staff, as the One-Stop Operator spearheaded the collaboration of the Partners who all came together in October to assist the community's employers and jobseekers with a fantastic job fair. Together they offered a Job Readiness Session to those in need. There they were able to prepare for the upcoming job fair. Jobseekers were assisted with their resumes, interviewing skills, filling out application, and being advised on "dress for success".

Then a week later, the Partners held the Big Island Workplace Connection's 3rd Annual Job Fair. The past two (2) years only provided space for approximately 35 employers having 300-400 jobseekers attend. This year we filled the stadium with ninety-two (92) employers and approximately 800 job seekers! When surveyed towards the end of the job fair, employers indicated that they have over 278 positions that were potentially going to now be filled. This is a huge benefit for our employers, especially with unemployment rates being low as they are.

Island Workplace Connection's Annual Job Fair, a proud partner of the American Job Center



The line of jobseekers waiting to enter the 3rd Annual Big Island Workplace Connection Job Fair



WIOA helping our employers, jobseekers and community

