

# **Wagner-Peyser Act State Plan for the State of Hawaii FY-2018**

## **Program-Specific Requirements for Wagner-Peyser Program (Employment Services)**

All program-specific requirements provided for the WIOA core programs in this section must be addressed for either a Unified or Combined State Plan.

### **a. Employment Service Professional Staff Development.**

#### **1. Describe how the State will utilize professional development activities for Employment Service staff to ensure staff is able to provide high quality services to both jobseekers and employers.**

Wagner-Peyser and leveraged funds will be used for staff training that will increase their capability to deliver high-quality services to both employers and job seekers. For example, Career and Technical Education resources were recently accessed to train AJC staff on all counties in the areas of business services and conflict resolution; and Work Keys assessment tools and training were purchased from different funding sources to increase assessment and training capabilities with corresponding staff training.

As a Core Partner, there are more opportunities to leverage resources for common goals among agencies. The Employment First Leadership Mentoring Program (EFSLMP) is an example of inter-agency cooperation among Core Programs and other agencies by its provision of technical assistance and training to staff of AJCs and other agencies serving persons with disabilities. This also dovetails with training to be provided to AJCs and its partners to increase the numbers of persons with significant disabilities being served in the Disability Employment Initiative (DEI) grant. In addition, the DEI plans to build more business-led Business Leadership Networks to promote and champion the hiring of persons with disabilities. With the increased emphasis on Career Pathways, more AJC staff will be participating in on-going forums to help define or refine existing pathways and learn more about the pathways developed. The training and partnership building provided through these grants build capacity for all AJC staff, including those funded by Wagner-Peyser, and the skills acquired are transferable to other populations served.

#### **2. Describe strategies developed to support training and awareness across core programs and the Unemployment Insurance (UI) program, and the training provided for Employment Services and WIOA staff on identification of UI eligibility issues and referral to UI staff for adjudication.**

UI staff will provide training to core program staff, including Employment Services and WIOA staff, about UI eligibility issues so that AJC staff will have basic knowledge about key eligibility items such as being able and available for work. As changes occur, UI will provide update

training to staff. Regular communications will take place among core partners and UI contacts, as needed.

**b. Explain how the State will provide information and meaningful assistance to individuals requesting assistance in filing a claim for unemployment compensation through One-Stop centers, as required by WIOA as a career service.**

The Unemployment Insurance Division (UID) will provide training to AJC staff so that they can assist UI claimants file their claims online, as required in Hawaii. Issues specific to individuals that are more technical in nature will be referred to the UI Division for assistance.

**c. Describe the state's strategy for providing reemployment assistance to Unemployment Insurance claimants and other unemployed individuals.**

Since September 2008, the staff of the DLIR, Workforce Development Division (WDD), had been conducting Reemployment and Eligibility Assessment (REA) services in coordination with the UI Division to facilitate the transition of initial UI claimants to employment. Because the REA program had a control group, a comparison could be made between the UI claimants who were in REA versus those who were not. Results have consistently shown a one week shorter duration of UI for those who participated in REA, with a net saving to the UI Trust Fund. For UI claimants in REA during FY 13, the latest period for which data is available, net savings were over \$3.8 million.

Effective January 2016, the Reemployment Services and Eligibility Assistance (RESEA) program superseded REA. The initial UI claimants selected for the program are separating military veterans and those claimants most likely to exhaust UI benefits. The selection of those most likely to exhaust is automated, based on an analysis of characteristics associated with exhaustion in consultation with US DOL. The required components of RESEA are similar to REA, with an increased emphasis on more in-depth and individualized services to a population that has traditionally experienced higher unemployment rates than the general population.

In addition to RESEA services, which are funded by UI Division, Wagner-Peyser staff provides on-going assistance to UI claimants and other unemployed job seekers through the electronic job board managed by WDC; job fairs; special recruitment services, and job search workshops.

Most UI claimants are required to register in the Wagner-Peyser program and have at least one online resume posted on the PMIS, the State's electronic job bank, to qualify for UI benefits. Thus, UI claimants are currently part of the workforce system in the State, and UI claimants will have access to other workforce programs operated by WDD offices and other agencies that are part of the WIOA system.

**d. Describe how the State will use W-P funds to support UI claimants, and the communication between W-P and UI, as appropriate, including the following:**

**1. Coordination of and provision of labor exchange services for UI claimants as required by the Wagner-Peyser Act;**

WDD will continue to utilize Wagner-Peyser funds to provide labor exchange services to UI claimants and other individuals interested in seeking employment. The Resource Rooms in AJCs and Hawaii's PMIS, the state's electronic job board and data base for Wagner-Peyser and other federal programs, are partially supported by Wagner-Peyser funds. The Resource Rooms provide computers with internet access, copy machines, and fax machines to assist job seekers in their job search. The PMIS and the Resource Rooms have resume-preparation services or assistance, job listings, and labor market information. The PMIS also offers an individual a self-assessment of skills and interests and their application to jobs in demand, links to federal websites for more assessments and job search features, and self-referral to jobs matching the individual's skills and experience.

WDD will continue to use an inter-agency communication system with UID to relay information to UID regarding UI claimants enrolled in training or placed in a job. The same communication system also enables WDD to inform UID about restrictions on a claimant's availability for work.

## **2. Registration of UI claimants with the State's employment service if required by State law;**

UI claimants are required to register for work and post an online resume in the PMIS within seven days of filing their initial claim for benefits.

## **3. Administration of the work test for the State unemployment compensation system, including making eligibility assessments (for referral to UI adjudication, if needed), and providing job finding and placement services for UI claimants; and**

As explained in (2) above, UI claimants are required to register and post a resume in the PMIS to be eligible for UI benefits. In addition to RESEA services described in c. above, Wagner-Peyser funded staff assists UI claimants by assisting them in becoming familiar with the job search and other features in the PMIS through the RESEA program, and as services are needed. To the extent possible, Wagner-Peyser funded staff also refers UI claimants to jobs, training, and other resources that would enhance their employability and improve their opportunities for work. Any issues identified regarding the claimant's eligibility for UI benefits are reported to the UID through the UI-ES 1 form.

Whether a claimant has fulfilled the resume and work registration requirement in the PMIS is electronically determined and UID is made aware of any non-compliant claimants.

## **4. Provision of referrals to and application assistance for training and education programs and resources.**

UI claimants and other job seekers are provided information about training and resources available to improve their skills and become more acquainted with other careers. Claimants served through the RESEA program receive a comprehensive orientation to services available and are referred to at least one service offered in the One-Stop Center. Potential claimants addressed through Rapid Response sessions are also notified of education and training opportunities in WIOA, Adult Education, DVR, and community colleges. UI claims check stubs mailed to all new claimants contain a letter advising them of Pell grants at postsecondary educational institutions. Claimants are also encouraged to participate in the state's Volunteer

Internship Program (VIP) gain exposure to different work environments and careers. Those who need assistance in registering for courses are assisted or referred to more appropriate in-depth services, as needed.

**e. Agricultural Outreach Plan (AOP). Each State agency must develop an AOP every four years as part of the Unified or Combined State Plan required under sections 102 or 103 of WIOA. The AOP must include--**

**1. Assessment of Need**

Provide an assessment of the unique needs of farmworkers in the area based on past and projected agricultural and farmworker activity in the State. Such needs may include but are not limited to: employment, training, and housing.

According to the 2012 United States Department of Agriculture’s (USDA) Census of Agriculture there were 7,000 farms with an estimated 12,492 farmworkers employed in Hawaii Hawaii 2012 and 2007 Agriculture Census Comparison

<b>Lands and Farms</b>	<b>2007</b>	<b>2012</b>
Farms (number)	7,521	7,000
Land in farms (acres)	1,121,329	1,129,317
Average size of farm (acres)	149	161
Total cropland (farms)	6,281	5,551
Cropland (acres)	177,626	174,042
Harvested cropland (farms)	6,044	5,293
Harvested cropland (acres)	103,120	99,031
Approximate total land area (acres)	4,110,586	4,110,412
Land in farms (acres)	1,121,329	1,129,317
Farmland in total land area %	27.3	27.5
Cropland in farmland %	15.8	15.4

**2012 Hired Farm Labor (Agriculture Census)**

Hired Farm Labor (workers) 12,492

Hired Farm Labor (farms) 1,977

Workers by days worked:

150 days or more 6,698

Less than 150 days 5,794

Migrant farm labor on farms  
with hired labor (farms) 63

Migrant farm labor on farms  
only contract labor (farms) 51

114 farms with hired migrant labor

Note 1: The USDA Census of Agriculture of states is conducted every five years. Note 2:  
Cropland is land that is suitable or used for growing crop. Calculating the estimated MSFWs:

114 farms with hired migrant labor (63 + 51) / 1,977 farms with hired labor = 5.7% of farms with  
hired farm labor have hired migrant workers.

12,492 hired farm laborers x 5.7% = 712 migrant workers (estimate)

Based on the foregoing formula there is an estimated 712 MSFWs in Hawaii. This is a slight  
decrease from previous years' reporting estimates of 800 MSFWs in the state.

When conducting outreach, staff continuously strives to gain accurate counts of the MSFW  
population in their service delivery areas. It should be noted that not all migrant and seasonal  
farmworkers require staff-assisted services. Job seekers can opt to pursue services without direct  
contact with staff by navigating the known job service websites on the internet.

**A. An assessment of the agricultural activity in the State means: 1) identifying the top five labor-intensive crops, the months of heavy activity, and the geographic area of prime activity; 2) Summarize the agricultural employers' needs in the State (i.e. are they predominantly hiring local or foreign workers, are they expressing that there is a scarcity in the agricultural workforce); and 3) Identifying any economic, natural, or other factors that are affecting agriculture in the State or any projected factors that will affect agriculture in the State.**

Agricultural Activities of Significant Interest

Top 5 agriculture commodities, 2012	Farm receipts 1,000 dollars	Farm receipts percent of state	Farm receipts percent of U.S.
1. Cane for Sugar	79,335	10.9	5.3
2. Greenhouse/nursery	69,098	9.5	.4
3. Cattle and calves	55,689	7.6	.1
4. Macadamia nuts	35,200	4.8	100
5. Coffee	34,560	4.7	100
All commodities	729,321	n/a	.2

<b>Top 5 agriculture exports, estimates, 2012</b>	<b>Exports rank among states</b>	<b>Exports million dollars</b>
1. Planting seeds	4	217.8
2. Other products *	32	207.6
3. Sugar and products	9	41.0
4. Tree nuts	6	31.0
5. Fruits, fresh	17	18.0
Total exports	37	560.4

\* Animal and poultry products, other grains and oilseeds, wine, beer, other beverages, coffee, chocolate, other horticulture products and prepared foods.

<b>Agricultural sales by counties in 2007</b>	<b>Total receipts percent of state</b>	<b>Total receipt 1,000 dollars</b>
1. Hawaii County	39.4	202,572
2. Maui County	27.1	139,326
3. Honolulu Country	24.6	126,577
4. Kauai County	8.8	45,151
State total	n/a	513,626

Statewide employment across all industries will rise by 65,210 to 729,850 jobs from 2012 to 2022, averaging a modest growth of 1.0 percent annually. About one-third of the total positions created statewide during this 10-year period will be in service-oriented occupations which will employ more than a quarter of the state’s workforce. The next largest occupational groups: the education, construction and business groups; will each add 6,000 jobs. At the other end of the spectrum, production businesses and farming occupations, the two smallest groups employing the least number of workers, will generate the lowest percentage gain in employment.

The top five labor-intensive crops, months of heavy activity, and geographic areas of primary activity are shown below. Sugar cane was no longer grown after Hawaiian Commercial and Sugar, the last sugar plantation in Hawaii, closed on December 31, 2016. Fruits and vegetables have taken its place as a commodity crop, but they are grown year round in Honolulu.

<b>Top 5 labor-intensive</b>	<b>Months of heavy activity</b>	<b>Geographic area of prime activity</b>
Taro	Year round	Kauai County
Coffee	September to November	Hawaii County
Greenhouse/nursery	Year round	Hawaii and Honolulu Counties
Macadamia nuts	Year round	Hawaii
Fruits and Vegetable	Year round	Honolulu County

*2. Summarize the agricultural employers' needs in the State (i.e. are they predominantly hiring local or foreign workers, are they expressing that there is a scarcity in the agricultural workforce);*

The majority of agriculture employers are small businesses employing a small workforce. Profit margins are characteristically small. Most of these businesses employ Hawaii residents. The biggest challenges for these employers is the high cost of operating a farm and scaling productivity to profitability, and maintaining a stable workforce.

Hawaii is known for its high cost of living. The costs of leasing or owning land; gas, water and electrical utilities; income taxes; transportation; consumer goods; etc., are some of the highest in the nation. These cost characteristics also apply to farms. Many of the fruit, vegetable, dairy, and other food products imported from the U.S. mainland and foreign countries are less expensive than locally grown products, which makes non-local products their biggest competitors. Small local farmers find it difficult to expand operations because of the capital investment necessary and uncertain demand to warrant the expansion. To assure the best possible profit margin, employers pay their workforce the lowest wage rate reasonably and legally possible. With the low wages for agricultural workers, local farmers find it difficult to recruit and/or retain local workers who would carry out the demanding physical requirements of say, a taro farm laborer or coffee farm laborer, two of the most labor-intensive jobs in Hawaii agriculture.

Some Hawaii employers utilize the U.S. DOL H-2A Temporary Agriculture Worker Program which authorizes employers to recruit and hire foreign workers for temporary agriculture jobs. Fewer than 20 employers in Program Year 2014 (July 1, 2014 to June 30, 2015) filed an application with the U.S. Department of Labor Office of Foreign Labor Certification to recruit foreign laborers to work on Hawaii farms. The majority of farmers do not utilize the program because it adds to their operating costs. Employers are legally required to provide free housing and pay the round trip air fare for these foreign workers to work in Hawaii.

*3) Identify any economic, natural, or other factors that are affecting agriculture in the State or any projected factors that will affect agriculture in the State.*

Over 60% of farmers in Hawaii will be retiring within the next ten years and their children often do not want to take over the farms because they experienced the hard work and sacrifice involved. A farm crisis is looming. If these farms close down and new ones fail to develop,

Hawaii will be farther away from meeting its goal of becoming self-sufficient in food production.

Hawaii's low unemployment rate, among the lowest in the nation, makes Hawaii a job seeker's market. The hospitality industry employs large numbers of entry level workers at higher wages than earned by farm laborers, which makes the hospitality industry the biggest competitor for farmworkers. Because they have a competitive disadvantage, entry level jobs in agriculture will grow slowly over the next ten years.

Statewide employment across all industries will rise by 65,210 to 729,850 jobs from 2012 to 2022, averaging a modest growth of 1.0 percent annually. About one-third of the total positions created statewide during this ten-year period will be in service-oriented occupations which will employ more than a quarter of the state's workforce. The next largest occupational groups: the education, construction and business groups; will each add 6,000 jobs. At the other end of the spectrum, **production businesses and farming occupations, the two smallest groups employing the least number of workers, will generate the lowest percentage gain in employment.**

Issues regarding water rights and land use on Maui County for land currently used by Hawaiian Commercial and Sugar will definitely affect whether the land will later be available for diversified agriculture after the company closes. As one of the largest employers on Maui County, its closure is likely to decrease the number of agricultural workers on Maui and the State within the next 12 months. Whether that decrease is offset by the projected small increase in agriculture over the next ten years remains to be seen.

Some farmers have indicated that they felt their recruitment problems may be resolved if they are allowed to provide housing for their workers to compensate for low wages and hard physical labor. However, this requires changes in county zoning laws for housing and use of agricultural land.

Heated local controversies over GMO and non-GMO products also may have tarnished the appeal of farming to youth and other job seekers; and county ordinances banning GMOs or pesticides used by large businesses that typically grow GMO seeds are being challenged in court.

**B. An assessment of the unique needs of farmworkers means summarizing Migrant and Seasonal Farm Worker (MSFW) characteristics (including if they are predominantly from certain countries, what language(s) they speak, the approximate number of MSFWs in the State during peak season and during low season, and whether they tend to be migrant, seasonal, or year-round farmworkers). This information must take into account data supplied by WIOA Section 167 National Farmworker Jobs Program (NFJP) grantees, other MSFW organizations, employer organizations, and State and/or Federal agency data sources such as the U.S. Department of Agriculture and the U.S. Department of Labor (DOL) Employment and Training Administration.**

Hawaii's seasonal farmworker population is mostly composed of Hawaii State residents whose native language is one of the following: English, Tagalog/Ilocano, Thai, Chinese and Spanish. Most are non-migratory and work in farm jobs requiring year-round employment. Hawaii's year-round consistent mild climate patterns and soil quality support year-round cultivation of most crops which would require a labor force available to work all 12 months of the year. The estimated SFW population is 800. Much of this information has been culled from the database of



the DLIR job bank, NFJP feedback, print media, and stakeholder feedback collected from Sustainable Agriculture Skill Panel meetings held from December 2011 to May 2012.

Farmworkers typically are older, foreign-born residents with limited English. Their millennial children, if they were raised in Hawaii or other USA states, are generally not interested in farm laborer work although some may be attracted to higher-skilled jobs in agriculture.

## **2. Outreach Activities**

The local offices outreach activities must be designed to meet the needs of MSFWs in the State and to locate and contact MSFWs who are not being reached through normal intake activities. Describe the State agency's proposed strategies for:

The primary objective of the outreach strategy targeting the MSFW farmworker population is to locate and reach as many migrant seasonal farmworkers as possible and provide the appropriate level of services based on each farmworker's unique needs. Local Office Wagner-Peyser staff members designated as the Local Office Monitor Advocate (LOMA) situated in the AJCs on each County are responsible to conduct this outreach through mail, phone, skype, email, and/or site visits. In addition, through the Reemployment Services and Eligibility Assessment (RESEA) program, many MSFWs or SFWs in rural areas are referred by UI for mandatory RESEA participation.

Those contacted by the LOMAs or initially served by LOMAs or other staff through the RESEA will be notified of services available in the AJCs, which include counseling, career guidance, assessments, retraining, supportive services, and referrals to other jobs. Staff will assist them in registering in the PMIS and using its job search features, as applicable. Referrals to other resources such as MedQuest, TANF, temporary shelter, and other services also will be provided as appropriate. There are insufficient funds for a full-time outreach worker and the relatively low number of farmworkers on each county do not warrant a full-time staff. However, Wagner-Peyser-funded staff on each island provide outreach to farmworkers on a part-time basis.

In addition, WDD will keep in contact with Maui Economic Opportunity (MEO), the long-time NFJP grantee in Hawaii, to leverage NFJP resources with other AJC services. These outreach efforts are intended to increase the number of MSFWs and SFWs that participate in AJC services to expand their career opportunities.

### **A. Contacting farmworkers who are not being reached by the normal intake activities conducted by the employment service offices.**

Correspondence, brochures, presentations, job fairs, rapid response outreach, partnership resources, and worksite visits are examples of outreach activities and methods used by AJCs to locate and contact farmworkers, especially individuals not being served by Wagner-Peyser resources through the normal intake process. The successful achievement of outreach relies on the availability of staff resources to perform outreach but more importantly it is staff having awareness of the location of farms and farmworker populations in each service delivery area. AJC managers and their Local Office Monitor Advocates (LOMA) will rely on their agriculture service provider partners, who are well connected to the farming community, to gain essential information on how best to access farmworkers.

The Department of Labor and Industrial Relations (DLIR) Workforce Development Division (WDD) manages the MSFW program and partners with the National Farmworker Jobs Program (NFJP) grantee, Maui Economic Opportunity, Inc. (MEO) to offer services statewide. There are six (6) LOMAs assigned to six WDD operated AJCs providing comprehensive employment services to the agriculture industry in the respective service delivery areas. LOMAs are the primary staffs involved with consistent contacts with the agriculture community. All LOMAs are funded by federal Wagner-Peyser program funds. In partnership with agriculture service providers LOMAs offer workers and employers a comprehensive menu of state and federally funded services coordinated by the AJCs and partner agencies.

An existing cooperative agreement with MEO provides WDD a key partner in outreach efforts to the MSFW community. MEO provides employment and training services statewide targeting low-income farm workers and their families. WDD's continued ties with the Hawaii Department of Agriculture and the Hawaii Farm Bureau Federation will help maintain an integral link to the agricultural community. WDD will leverage the knowledge and relationship that these agencies have with the local farming communities to promote the AJC brand.

**B. Providing technical assistance to outreach workers. Technical assistance must include trainings, conferences, additional resources, and increased collaboration with other organizations on topics such as one-stop center services (i.e. availability of referrals to training, supportive services, and career services, as well as specific employment opportunities), the employment service complaint system, information on the other organizations serving MSFWs in the area, and a basic summary of farmworker rights, including their rights with respect to the terms and conditions of employment.**

Farmworkers have unique service needs. A menu of employment services is customized to meet their specific concerns. To the extent possible and the particular situations encountered all farmworkers will receive information on AJC services and how to access services. This will be achieved either through a group presentation, distributed marketing materials or an appointment with Wagner-Peyser staff. A common service need in the migrant population is language assistance. Whether it is at outreach events or at the local American Job Center, staff is trained to monitor the need for language interpreter service. In Hawaii, the common languages spoken in addition to English within the MSFW population are Ilocano, Spanish, Thai, and to a lesser extent; Mandarin, Lao, and Khmer.

AJC access to interpreter services is facilitated through its partnership with the DLIR's Office of Language Access (OLA). OLA provides centralized oversight, coordination, and technical assistance to State agencies and organizations that receive state funding, regarding the implementation requirements of the Hawaii Language Access Law. The goal of the OLA is to ensure that no person is denied access to State or State-funded services due to their limited ability to speak, read, write or understand the English language. In addition, DLIR has a Limited English Proficiency Plan that enables all staff to access interpretation and translation services as needed for their customers.

Staff is trained to brief the rule on priority of employment and training services to veterans and eligible persons. Having individuals aware of the priority of service rule prepares them to understand that military veterans will receive staff assisted services ahead of non-veterans when seeking assistance at the Centers. On the other hand, if a farmworker is identified by staff as a

veteran, the individual will be aware that he or she is able to access staff assistance ahead of other farmworkers and non-veterans.

Wagner-Peyser staff members, including LOMAs, ~~are~~ provide an array of Wagner-Peyser services, and either directly provide WIOA services, or at a minimum, provide information about WIOA services. They are also aware of the Job Service Complaint system and familiar with AJC services, including but not limited to, training programs and their referral procedures; Career Services such as labor market information, vocational counseling, and assessments; supportive services; and referrals to jobs. Because WDD staff works with other agencies, the staff members regularly make referrals to other resources such as UI, TANF, Supplemental Nutrition Assistance Program, temporary shelters, and services for the homeless population. As WDD is part of the Department of Labor and Industrial Relations, which also contains the Disability Compensation (workers' compensation) Division, and Wage Standards Division (wage standard enforcers), WDD staff will be able to refer farmworkers to these agencies as applicable. The LOMAs and AJC staff periodically meet with MEO, and know how they may refer MSFWs to MEO for more services.

The State Monitor Advocate will coordinate the provision of technical assistance and training to LOMAs and their supervisors and managers to ensure that they have the skills and knowledges to serve MSFWs effectively. This training will include Employment Service complaint procedures; summary of farmworker rights, including their rights with respect to the terms and conditions of employment; AJC services across core programs and other resources; common UI eligibility issues; referral procedures and potential co-enrollments with MEO NFJP participants that leverage resources of NFJP and AJC services. Due to funding constraints and limited number of farmworkers, the State Monitor Advocate is a part-time responsibility.

Professional development also will be sought and arranged to sustain and increase the expertise and quality of service provided by LOMAs and other AJC staff to farmworkers and agricultural employers. Because the outreach will be conducted by journey-level employer representatives and/or counselors (all merit staff), a high level of competence is the standard for these workers. The technical training and professional development will take place through conferences, training sessions, and through more collaboration and networking with public and private community service agencies, MEO, and MSFW groups.

### **C. Increasing outreach worker training and awareness across core programs including the Unemployment Insurance (UI) program and the training on identification of UI eligibility issues.**

Inherent in the skill set of a Wagner-Peyser employee is a basic knowledge of the purpose and function of all the employment and training programs and services offered through the American Job Center including WIOA core programs. In program year 2014, 44.5% of active applicants in the Hawaii labor exchange system were eligible unemployment insurance claimants (ETA 9002A report). It is estimated that Wagner-Peyser staff spend 44.5% of their time related to servicing job seekers receiving unemployment insurance benefits. Therefore, staff competency and understanding of the purpose and function of the Hawaii State Unemployment Insurance (UI) system is ingrained in the employee from the beginning of their careers. Any significant revisions to UI operations is a top training priority for Wagner-Peyser staff.

As Wagner-Peyser staff, the outreach workers are familiar with the UI claims filing process and UI eligibility issues related to requirements for claimants being able and available for work. They are also familiar with WIOA core programs because most of their offices currently operate the WIOA formula-funded Adult and Dislocated Worker programs and/or the WIOA National Emergency Grants programs. Other core programs of Department of Education, Adult Education, and Department of Human Services, Vocational Rehabilitation, are among the programs with which the outreach workers include in their toolbox of resources to assist farmworkers. In the Hilo Office of WDD, a full-time WDD staff funded by Division of Vocational Rehabilitation (VR) is located there to assist persons with disabilities. A summer youth program for high school students with disabilities who were referred by VR is being operated this summer in most WDD offices. Because WDD offices are very small, each staff member, including the outreach workers, are knowledgeable about core services and UI claims filing and UI eligibility requirements.

**D. Providing State merit staff outreach workers professional development activities to ensure they are able to provide high quality services to both jobseekers and employers.**

Professional development activities are continuous throughout the career of a Wagner-Peyser Employment Service Specialist. Notification of the need for professional development training of State merit staff such as Wagner-Peyser specialists is normally generated by policy and program changes or guidance initiated by the Department of Labor, Employment and Training Administration (ETA). Implementation of the requisite changes to MSFW operations due to the State's transformation to WIOA and its impact on staff services to farmworkers is facilitated by the State Monitor Advocate (SMA) Program Specialist. The SMA is the primary staff lead within the State Workforce Agency, the Workforce Development Division of the Hawaii Department of Labor, to issue updated policy and procedures and train AJC managers and staff on proper implementation of MSFW operational procedures. The SMA is closely connected to the ETA Region Monitor Advocate to receive technical assistance and to other States' SMAs to exchange best practice ideas and processes.

The State Monitor Advocate will either provide or coordinate the provision of training to the LOMAs and AJC staff and managers, including federal regulations for MSFW, Migrant and Seasonal Agricultural Worker Protection Act, service level and equity ratio indicators, the role of the Monitor Advocate, the role of the NFJP, networking with core partners and Agricultural Recruiting System.

**E. Coordinating outreach efforts with NFJP grantees as well as with public and private community service agencies and MSFW groups.**

The WIOA Title I section 167 grantee in Hawaii, Maui Economic Opportunity, (MEO), and the DLIR Workforce Development Division administrator have agreed to coordinate annually to assess the effectiveness of the statewide outreach strategy. For example, they will assess if the outreach efforts by all involved partners are leveraging sufficient resources to locate and contact as many farmworkers as possible. The partnership will evaluate its efforts in recruiting agriculture service providers, to include public and private community service agencies and MSFW groups, who will join in a cooperative arrangement with WDD and MEO to ante up resources to boost the outreach capabilities of the partnership.

The NFJP grantee in Hawaii, MEO, and DLIR WDD have established a goal to meet semi-annually to review the effects of past outreach activities and plan future outreach events. Both agencies will leverage their public, private, and non-profit community network of agriculture stakeholders to grow a coalition of service providers serving the interests of the MSFW community. The informal arrangements with MEO will be formalized through an MOU with MEO to be established by February 14, 2019 (per TEGL 8-17), and it will be reviewed for updates and refinements at least annually. New partners will be added to the coalition throughout the duration of this plan. The goal is to have new MOUs executed within 60 days of the addition of new partners. At the meeting held in the last half of each Program Year, DLIR and its partners will review the MOUs and evaluate if the commitments outlined in the MOU are being effectively implemented. Revisions to the MOU will be proposed and agreed upon within 30 days. MOU revisions can be done anytime of the year; however, at a minimum, a formal review of all MOUs will be performed by all partners at the last meeting of each Program Year.

### **3. Services provided to farmworkers and agricultural employers through the one-stop delivery system.**

Describe the State agency's proposed strategies for:

**A. Providing the full range of employment and training services to the agricultural community, both farmworkers and agricultural employers, through the one-stop delivery system. This includes:**

- i. How career and training services required under WIOA Title I will be provided to MSFWs through the one-stop centers;**
- ii. How the State serves agricultural employers and how it intends to improve such services.**

There are four LOMAs assigned to four AJCs statewide. The LOMA is responsible for coordinating agriculture employer services and farmworker outreach activities within his or her respective service delivery area, as needed, in conjunction with farmworker service providers. A program specialist at the WDD Central Office is the State Monitor Advocate (SMA). The SMA provides technical assistance to LOMA staff ensuring they have the tools needed to properly implement outreach service strategies at the local level. Wagner-Peyser program federal funds support the cost of salaries and benefits of the LOMA and SMA staffs who serve not only farmworkers but all labor exchange customers with priority of service to veterans.

LOMAs economize their limited resources and focus their outreach effort at critical junctures in the crop production and harvesting seasons when workers experience layoff or reduced work hours. Priority of resources is rapidly committed to farmworkers and their employers during these vulnerable periods to preempt gaps in worker transition and to ensure a rapid segue to unemployment insurance, employment, and partner services.

Information presentations on AJC and partner services are available to all farmworkers and are customized to the needs of the individual or small group. AJC program brochures, large group briefings, and web-based tools are incorporated as required. As resources permit LOMA staffs register workers in the AJC labor exchange system at the job site.

Electronic service delivery is permissible, encouraged, and carried out via the internet based labor exchange system, [www.HireNetHawaii.com](http://www.HireNetHawaii.com).

Access to bilingual staff or telephonic interpreting services is available at AJCs across the state. When identified by staff, migrant seasonal workers receive appropriate interpreter services.

### **B. Marketing the employment service complaint system to farmworkers and other farmworker advocacy groups.**

Marketing the Agricultural Recruitment System (ARS) to Hawaii's agricultural employers is conducted at any and all employer outreach events. Included in the outreach specialist's talking points will be ARS information and how employers can access the system to assist in recruiting workers. DLIR will ensure employers understand that the system facilitates recruitment of potential job applicants from other states if the supply of qualified workers in Hawaii is exhausted. ARS information will be promoted and included in a marketing brochure to promote services to the agricultural community.

### **C. Marketing the Agricultural Recruitment System to agricultural employers and how it intends to improve such publicity.**

WDD and its AJC network partners deliver services to agricultural employers through outreach; at the AJC; via the internet labor exchange system, HireNet Hawaii; marketing information; job fairs, etc. Employer directed job recruiting using the exchange system is primarily through the job order process at HireNet Hawaii ([www.hirenethawaii.com](http://www.hirenethawaii.com)). Outreach specialists deliver customized information products according to the needs of the employers as well as to the migrant seasonal workers. Key services include orienting employers to the H-2A Foreign Labor Certification of temporary and seasonal agriculture workers program, referral of qualified U.S. citizens to farm job openings, and timely agriculture labor market information.

## **4. Other Requirements**

### **A. Collaboration**

Describe any collaborative agreements the state workforce agency (SWA) has with other MSFW service providers including NFJP grantees and other service providers. Describe how the SWA intends to build upon/increase collaboration with existing partners and in establishing new partners over the next four years (including any approximate timelines for establishing agreements or building upon existing agreements).

DLIR and NFJP grantee Maui Economic Opportunity (MEO) will work together to recruit organizations serving the MSFW and agriculture community and include them in the outreach strategy. More involvement and engaged participation by additional partners will increase not only the level of collaboration but increase the resource options available to farmworkers.

A current MOU between MEO and the DLIR to collaboratively serve the agriculture community with a focus on the Migrant Seasonal Farmworker population and economically disadvantaged farmworkers and their dependents is being developed in accordance with instructions outlined in TEGL 8-17. The MOU is pending revision to reflect new guidance and compliance with WIOA.

DLIR and MEO will leverage their public, private, and non-profit community network of agriculture stakeholders to grow a coalition of service providers serving the interests of the

MSFW community. New partners will be encouraged to cement its commitment to the coalition with a formal MOU with DLIR.

## **B. Review and Public Comment.**

In developing the AOP, the SWA must solicit information and suggestions from NFJP grantees, other appropriate MSFW groups, public agencies, agricultural employer organizations, and other interested organizations. In addition, at least 45 calendar days before submitting its final AOP, the SWA must provide a proposed plan to NFJP grantees, public agencies, agricultural employer organizations, and other organizations expressing an interest and allow at least 30 days for review and comment. The SWA must: 1) Consider any comments received in formulating its final proposed AOP; 2) Inform all commenting parties in writing whether their comments have been incorporated and, if not, the reasons therefore; and 3) Transmit the comments and recommendations received and its responses with the submission of the AOP. The AOP must include a statement confirming NFJP grantees, other appropriate MSFW groups, public agencies, agricultural employer organizations and other interested employer organizations have been given an opportunity to comment on the AOP. Include the list of organizations from which information and suggestions were solicited, any comments received, and responses to those comments.

The plan has been posted on the DLIR Workforce Development Council website at <http://labor.hawaii.gov/wdc/reports> for public review and comment. The plan will be continuously tweaked, as needed, to ensure accuracy in its implementation. All comments along with responses provided by the DLIR will be posted at the website.

A link to the revised plan will be distributed to key stakeholders in the agriculture community when the final Plan is posted to the website. After 30 days for comment, any comments and recommendations received will be transmitted with responses to DOL. Notice of the final and revised AOP will be provided to the following organizations:

- 1) WIOA NFJP Grantee, Maui Economic Opportunity: <http://www.meoinc.org/> and
- 2) USDA NASS PRO, Hawaii Field Office:  
[https://www.nass.usda.gov/Statistics\\_by\\_State/Hawaii/](https://www.nass.usda.gov/Statistics_by_State/Hawaii/)
- 3) Hawaii Farm Bureau: <http://hfbf.org/contact-us/>
- 4) Oahu Economic Development Board: [info@oedb.biz](mailto:info@oedb.biz)
- 5) Hawaii Economic Development Board: Hawaii Island Economic Development Board, 117 Keawe St, Hilo, HI 96720
- 6) Maui Economic Development Board: Maui Economic Development Board, Inc., 1305 North Holopono Street, Suite 1, Kihei, HI 96753
- 7) Kauai Economic Development Board: [info@kedb.com](mailto:info@kedb.com)
- 8) Hawaii Department of Agriculture: [hdoa.info@hawaii.gov](mailto:hdoa.info@hawaii.gov)

## **C. Data Assessment.**

Review the previous four years Wagner-Peyser data reports on performance. Note whether the State has been meeting its goals to provide MSFWs quantitatively proportionate services as compared to non-MSFWs. If it has not met these goals, explain why the State believes such goals

were not met and how the State intends to improve its provision of services in order to meet such goals.

The Equity Indicators in the Migrant Indicators of Compliance (MIC) reports for the last four years of PY 13 through PY 16 showed that services to seasonal farmworkers did not achieve equity with services to the general population.

### **MIC Performance Indicators**

<b>PY</b>	<b>Equity Ratio</b>
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PY 13	3 of 5
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PY 14	3 of 5
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PY 15	3 of 5
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PY 16	2 of 5
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In Program Year 2016, equity was not achieved in 3 areas:

- 1) referred to jobs;
- 2) referred to supportive services; and
- 3) Job development contacts.

Many seasonal farmworkers employed by large farms have been mandated to attend Reemployment Services Eligibility Assessment sessions conducted by WDD when the farmworkers filed for Unemployment Insurance benefits during seasonal layoffs. During these sessions, many farmworkers expressed disinterest in getting other jobs and made it clear that they preferred to retain their seasonal farmworker jobs. Similarly, they were uninterested in seeking other resources, such as support services. For this reason, many farmworkers had fewer referrals to jobs and support services.

### **D. Assessment of progress**

The plan must include an explanation of what was achieved based on the previous AOP, what was not achieved and an explanation as to why the State believes the goals were not achieved, and how the State intends to remedy the gaps of achievement in the coming year.

Based on experience with many seasonal farmworkers, equity in referrals to jobs and support services may not be realistic. Also, Hawaii is not a Significant State because it has a relatively low number of farmworkers, which gives small variations in data a disproportionately heavy impact. However, improving outreach efforts in collaboration with MEO and other partners is targeted to boost participation of interested farmworkers in workforce services.

### **E. State Monitor Advocate**

The plan must contain a statement confirming the State Monitor Advocate has reviewed and approved the AOP.



The SMA was involved in developing this plan and approves it as drafted

## **Wagner-Peyser Assurances**

The State Plan must include assurances that:

1. The Wagner-Peyser Employment Service is co-located with one-stop centers or a plan and timeline has been developed to comply with this requirement within a reasonable amount of time. (sec 121(e)(3)); Yes
2. The State agency is complying with the requirements under 20 CFR 653.111 (State agency staffing requirements) if the State has significant MSFW one-stop centers; Yes
3. If a State Workforce Development Board, department, or agency administers State laws for vocational rehabilitation of persons with disabilities, that board, department, or agency cooperates with the agency that administers Wagner-Peyser services, Adult and Dislocated Worker programs and Youth Programs under Title I; and Yes
4. State agency merit-based public employees provide Wagner-Peyser Act-funded labor exchange activities in accordance with Department of Labor regulations. Yes