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EXECUTIVE DIRECTOR'S REPORT
October to December 2018

I. US DEPARTMENT OF LABOR TECHNICAL ASSISTANCE

WDC has received approval for technical assistance from the US Department of Labor (USDOL). They have contracted Maher & Maher consultants to provide facilitation services to Hawaii. Services would include discussion towards understanding and collaboration to assist local boards to negotiate Memorandum of Understanding and Infrastructure Cost Agreements with core and mandatory partners, benefits to partners to co-locate in the American Job Centers, and share best practices from other states on fully comprehensive functioning centers. They hope to visit the Neighbor Islands with emphasis on Kauai and Maui. The consultants will develop a plan for each local area on how to achieve success at the American Job Centers. The facilitation is expected to take place between January to March 2019, and longer if additional services are required. USDOL will cover the cost of consultants for the initial phase.

II. CORPORATION FOR NATIONAL AND COMMUNITY SERVICE

The Corporation for National and Community Service, better known as AmeriCorps VISTA, is a national service program designed specifically to fight poverty. VISTA members are involved in indirect service that focuses on community involvement, generating resources, operational analysis, and developing policies, procedures and programs that improve capacity building efforts. In an effort to increase capacity, WDC will be applying for VISTA services to provide local Workforce Development Boards with another "staff" person to assist with possible responsibilities such as identifying program and service gaps, develop policies to ensure consistent statewide American Job Center operations, develop outreach efforts for job seekers and employers, and expanding pathways out of poverty for low-income communities by tapping community assets, resources, training programs for in-demand jobs. A concept paper has been drafted and under review by AmeriCorps VISTA and then will be finalized and submitted with the application. Information discussion with the agency has been favorable and they are willing to provide three to five VISTA workers and cover the cost for the first year. If the local boards are interested, job descriptions will be developed for the area's specific needs. Kayla Rosenfeld, a former AmeriCorps VISTA worker, is taking the lead on this project with the assistance of Wayne Liou.

III. SOCIETY FOR HUMAN RESOURCE MANAGEMENT

Society for Human Resource Management leaders reached out to WDC to share a pilot fellowship program to upskill human resource managers. They asked for feedback on how WDC could support the program. Initial response by WDC was funding requests should go through the Sector Strategies and Career Pathways Committee and they had already spoken with Committee Chair Sunshine Topping. WDC would like fellowship recipients to go to the American Job Centers and provide human resources-related training to case managers, receive orientation on the use of HireNet, and encourage them to use HireNet as a resource, among other things. As they are still in the planning stages, they may reach out to WDC when ready.

IV. ACCOMPLISHMENTS

Accomplishments in 2018 included:

Hawaii's Underserved Population

The WDC continues to look at ways to improve the effectiveness of the American Job Centers (AJCs) and the state and county Workforce Development Boards and to provide more resources to jobseekers through data analysis and visualization. One example of this is a report of various underserved populations in the state. The report analyzes the demographics and distribution of underserved populations across the counties. For the report, low income, low education, Limited English proficiency, disability status, veteran status, and Native Hawaiian and other Pacific Islanders were defined as underserved populations. The report will be presented and distributed to the county boards and AJCs, with the goal of helping them consider where outreach is needed and whether service delivery techniques are appropriate given the size of the underserved populations. The WDC has also researched disconnected youth (youth ages 16-24 who are not in school or employment) and is working to analyze the flow of workers from location of residence to location of employment. This new and recent data was developed within WDC by Wayne Liou, Ph.D., Economist and Employment Analyst.

Eligible Training Providers List

The Eligible Training Provider List (ETPL) consists of approved providers and programs that qualify as training programs under WIOA. The programs must lead to recognized post-secondary credentials, secondary school diplomas, industry recognized certificates or certifications; and must be in an in-demand industry or occupation. The training services may be delivered in-person, on-line, or in a blended approach. The list is used by job counselors at the AJCs who place WIOA participants in the appropriate program according to their training needs. The programs are first approved by the county where the training will take place; then approved by the WDC. A new application process was implemented by the WDC. The application was shortened and there is now an application specifically for the University of Hawaii system. Community College listings will have the Programs of Study, with a link to the program's website where the pathway for the credential can be found. All of the courses in that pathway are eligible for WIOA participants, making it easier for job counselors to create a training plan for participants. There are currently 141 programs on the statewide eligible training provider list.

National Reemployment and System Integration Disclosed Worker Grant

The WDC Data Management & Technology Committee (Committee) has been working diligently to improve the delivery of WIOA services for individuals. The WDC applied for and was awarded \$1.1 million from the U.S. Department of Labor (USDOL) as part of the Reemployment & System Integration Dislocated Worker Grants. Utilizing funding from the grant, the Committee has been developing a Single Sign-On Registration System to streamline the process by which participants apply for WIOA and core partner services, advance the reporting done by the WDC and other WIOA-related agencies, and improve overall coordination among the core partner programs. The Single Sign-On Registration System is the first step in providing a fully integrated electronic workforce system for the State.

The Committee selected Salesforce as the platform to build the system. The foundation for the system was built with the assistance from the Office of Enterprise Services (ETS) and the Department of Labor and Industrial Relations' Electronic Data Processing Systems Office (EDPSO). The WDC has contracted the EDPSO to manage the completion of the project and to also develop a new webpage. The project is anticipated to be completed by early 2019. Upon completing the project, all staff at American Job Centers statewide will receive the necessary training to utilize the system effectively.

National Governors Association Collaboration Consortium to Understand and Support the On-Demand Workforce Program

Hawaii was selected as one of seven states by the National Governors Association (NGA) to participate in a pilot program for states to better understand and analyze the on-demand economy. The other states involved in the project are Alaska, Colorado, Connecticut, Maryland, New Jersey, and Pennsylvania. As on-line platforms such as Uber and TaskRabbit have drawn attention to alternative work arrangements, and as the precarious work conditions of the fractured work place has made more headlines, there has been increased concern for ensuring the economic security of these workers who work on-demand jobs – “on-demand” is loosely defined, revolving around uncertainty of when the worker has work, whether that be the hour-to-hour uncertainty of an Uber driver, day-to-day uncertainty of irregularly scheduled shift workers, or project-to-project uncertainty of freelancers and independent contractors. However, the nature of the work makes it difficult to analyze these types of work arrangements in depth. The combination of increased concern for on-demand workers and the current lack of research has led the NGA to launch a new type of policy academy, one that is driven by the states. The WDC is the lead agency for Hawaii’s team participating in the national pilot program. WDC’s in-state partners include the Research and Statistics Division of the Department of Labor and Industrial Relations; the Research and Economic Analysis Division of the Department of Business, Economic Development, and Tourism; the Data eXchange Project and Hawaii P-20; and the University of Hawaii Community Colleges. This project is divided into two phases that interact with each other: a research phase to study and implement data collection methodologies to gain a better understanding of the on-demand workforce and a policy phase to evaluate how to support the economic security of on-demand workers. Due to the large number of people working in the construction and tourism industry, the WDC plans to focus on construction workers, freelancers and independent contractors in the construction and tourism industry, and the full-time irregularly scheduled shift-workers that are prevalent in the services and accommodations sector. The pilot program continues through March 2020.

National Emergency Disaster Dislocated Worker Grants

In April 2018, a three-day tropical storm caused severe flooding on Kauai and Oahu. In May 2018, the eruption of Kilauea Volcano began, the eruption has since slowed but is on-going. The affected communities are still recovering from the physical damage and financial hardship they experienced.

U.S. Department of Labor (USDOL) Disaster Dislocated Worker Grants (DWG) are helping Hawaii County and Kauai County recover from their respective damage. On Kauai, a \$500,000 grant is paying the wages of eligible dislocated workers temporarily employed to remove tons of large debris (household appliances) off nearshore coral reefs. On Hawaii Island, a \$3.5 million grant is paying the wages of dislocated workers to conduct clean-up, recovery, and humanitarian services at public and non-profit facilities located within the disaster area.

A third-party staffing agency for Kauai and Hawaii counties has been contracted to provide payroll services and match eligible dislocated workers with approved businesses on Kauai and Hawaii counties. The goal is to temporarily employ up to 175 individuals on each island through June 30, 2020.

Statewide Sector Partnerships

In 2015, the University of Hawaii and Chamber of Commerce of Hawaii initiated industry led sector partnerships in Hawaii. Business leaders within certain industries met to champion pressing challenges they face, committing to work together to identify and prioritize industry concerns and work with community and government partners to resolve the issues. Sector partnerships are designed as economic and workforce development programs. At the county level, the Economic Development Boards of Maui, Kauai and Hawaii counties are the conveners. The Chamber is the convener for Oahu. WDC became involved in 2017 as a

government partner, joining support groups such as Department of Education (DOE), University of Hawaii (UH), Department of Labor and Industrial Relations (DLIR), Department of Business, Economic Development, and Tourism (DBEDT).

Sector partnerships that have been launched in banking, food manufacturing, healthcare, engineering, construction, information technology, hospitality and tourism, and agriculture. In a partnership between the University of Hawaii Community Colleges and the Hawaii Bankers Association, the banking sector was successful in developing a universal banker program, a non-credit program. The program expands the employability of current bank tellers to transition to changes in their roles in the banking industry emphasizing customer service and satisfaction. The program, offered at Windward and Kapiolani Community Colleges, is a hybrid of in-person and on-line course work. Two cohorts of high school students have also completed the training offered through this program.

The food manufacturing sector partnership developed the Food Safety and Modernization Act training program and has successfully trained approximately 150 industry employees in food safety. In the engineering, construction and design sector, WDC is working closely with Sheryl Nojima, WDC board member and President of Gray, Hong, Nojima & Associates, Inc., to connect college students in the engineering field with local summer internships, providing students with the necessary experience before graduation. HireNet is the integral link for this process, where employers are able to post their summer internships in the system and college students are able to search and apply for internship opportunities.

The WDC Sector Strategies and Career Pathways Committee recommended and received the approval of the WDC Board to continue its support of statewide sector partnerships by providing funding of \$15,000 to each county Workforce Development Board (total of \$60,000 statewide) to ensure that sessions were convened by the respective local boards, economic development boards and Chamber of Commerce of Hawaii.

Partnerships

WDC supported the Teacher Business Externship which selected twenty-five career and technical education secondary teachers in grades 7-12 to pair with a relevant industry partner and learn current trends and practices with the goal of updating their curriculum. The educators spent eighty hours with the business between June and December 2017. WDC matched the Harold K.L. Castle Foundation's grant of \$18,750, in order to provide each educator with a \$1,500 stipend.

The educators who participated in the externship will share their experiences at the Hawaii Advanced Career and Technical Education Conference to be held on January 25, 2019 at the Hawaii Convention Center. WDC partnered with the Hawaii Association for Career and Technical Education and provided \$15,000 to support accommodations for a national speaker and registration fees for up to twelve WDC board members and staff.

National Representation

WDC has representation with the National Association of State Workforce Agencies (NASWA)'s Technology Committee by Scott Murakami; the Military Affairs Committee by Mark "Duke" Olds, and on the Board of Directors by the Executive Director as an alternate. Chair Leslie Wilkins and the Executive Director represents Hawaii at the National Governors Association's National Association of State Liaisons for Workforce Development Partnerships and the National Association of State Workforce Board Chairs.

V. WIOA BULLETINS

During this quarterly period, WDC issued two (2) updated policies and procedures to guide the county Workforce Development Boards:

- October 18, 2018: WIOA Bulletin No. 23-18 Revised Kauai Disaster Dislocated Worker Grant Policies and Procedures
- October 18, 2018: WIOA Bulletin No. 25-18 Revised Hawaii County Disaster Dislocated Worker Grant Policies and Procedures

In 2018, WDC issued 18 WIOA Bulletins to assist the county Workforce Development Boards.

VI. UPCOMING

- December 17, 2018: Hawaii Interagency Council on Homelessness meeting. Executive Director attending for Director Leonard Hoshijo.
- January 15, 2019: Budget briefing with Senate Committee on Ways and Means
- February 21-24, 2019: National Association of State Liaisons for Workforce Development Partnerships and National Association of State Workforce Board Chairs meetings in Washington, DC. Chair Wilkins and Executive Director to attend. Meetings are part of the National Governors Association.

Report respectfully submitted by Allicyn Tasaka, Executive Director