Reemployment System Integration Dislocated Worker Grants
Hawaii

This proposal is written with input from WIOA and data partners and will be undertaken as a collaborative workforce development system project with the Hawaii Workforce Development Council as the lead agency. The partners are:
The Hawaii State Department of Labor (DLIR) Unemployment Insurance Division (UI), Office of Research and Statistics (R&S) and Electronic Data Processing System Office (EDPSO); Division of Vocational Rehabilitation (DVR); and the Hawaii Data Exchange Partnership (DXP).

A. Description of the Elements of the Project:
1. Surveys   Cost: $75,000
    a. Needs

The project will start with a survey of users: employers, job seekers and front-line staff about their needs. This proposal will utilize a third party organization to conduct surveys of the three user groups (and others, if necessary) which would lead to recommendations on what features users want from the Hawaii workforce information system. These recommendations would be used to adapt or enhance the current system and to inform an RFP for a new system since the system is in the 5th of 7 allowable contract extensions. A survey to determine workforce customer needs has never been done so results are essential to designing a system that is relevant, easy-to-use, and increases use by and satisfaction of employers and jobseekers.

    b. Customer Satisfaction and Continual Improvement

Enhance the system to include immediate customer feedback for consideration then implementation of the best feedback options. Mechanisms to gather feedback will vary from pop-up boxes after a participant ends an on-line session, to an in-person survey conducted at a One-Stop or affiliate when a participant exits a training program, to the option of providing comments on the Hirenet website. Feedback from each of the One-Stops and affiliates can then be used to improve their performance; enhance customer centered design; augment training opportunities; to inform One-Stop certification criteria; and to recommend policy changes that would upgrade service delivery to dislocated workers and other users.

2. Integration of Systems   Cost: $380,000

a. This proposal will integrate the Adult Education, VR, UI and WIOA/WP/TAA Workforce Connect as the umbrella for a common registration. In the future, other partners will also be able to link to the system. Using this option, partners would be able to use the system of their choice, and counselors will have access to view real-time data as participants are entered into the system. This system is attractive because it is open source, once the work to link the systems is complete, the State would not be liable for license expenses. Hawaii could join other states in developing enhancements that would be shared (open sourced) among the state workforce systems.

This feature leverages the work other states are doing and is advantageous for small states like Hawaii with smaller technology budgets. This proposal will have the opportunity to explore and develop partnerships/consortiums for collaboration and common software component development. As a state working toward an integrated technology solution, we may be able to take advantage of WorkForce Connect from the Information Technology Support Center (ITSC), and will be looking for opportunities to share and cross-leverage these efforts with other states. This project will continue to confer with ITSC

on potential collaborative efforts, and working toward an MOU with each (potential) partnering state during the beginning stages of the project. ITSC will continue to assist each of the states participating to ensure that both core Work Force Connect and state specific modules can be shared between all states using the framework. We will also work with ITSC to develop a cost model that will allocate a portion of the grant funds to the common development efforts, both within the Consortium and with additional state Workforce Agencies interested in each of the software components developed.
ITSC will also assist in evaluating Hawaii's current system to determine what the integration needs are.

b. Integrated case management will be explored as part of the integration. It will allow for more accurate referrals to available services, enabling the workforce system to serve more participants, especially those with barriers to employment and to allow more participants to access on-line One-Stop services. Real time information collected through the integrated system will be used to identify the most appropriate services to support dislocated workers and allow front-line staff to focus on intensive case management.

c. Upgrade of the system will also involve automating the Participant Management Information system (PMIS) to obtain UI data, including the WRIS daily checks and the quarterly wage match. This will improve efficiency by eliminating the current labor intensive manual process, allowing the program specialist to focus on customer service, providing staff training, and coordinating system needs with the vendor.

The upgrade and integration will include training for all staff involved with the system, using in-person training, webinars, and on-line resources.

3. Eligible Training Provider Website   Cost: $180,000
Hawaii's Eligible Training Provider website utilizes ColdFusion and MySQL software, is difficult to make changes to because of the limited in-house expertise with MySQL and ColdFusion; must be updated to meet WIOA requirements; cannot display customer choice information; and is a cumbersome, slow, stand-alone system. It is currently positioned on a very old server; and must be updated to collect performance measures. We propose building a new eligible training providers website that will include the following:
a. Integration into the Participant Management Information System (PMIS) system, not a stand-alone entity, for ease of access by counselors and participants;
b. The ability to register and approve potential training providers online;
c. The ability to issue system generated email alerts to providers, local board staff and state board staff;
d. Easy and intuitive access for providers to upload training class information to the website;
e. A process for providers to submit the SSNs of WIOA and non-WIOA participants to a secure server for wage matches;
f. The ability to produce the ETA 9171 report for submittal to USDOL; and
g. The ability to upload employment outcomes on the website so job seekers are able to view and make decisions about what classes or provider to use.

Upgrading the ETP site will provide participants with the employment outcomes for providers and allow them to make informed decisions on which provider and which courses to take. It will also enable local boards to evaluate the effectiveness of providers and their training, set local criteria to ensure quality training for participants.

4. WRIS 2   Cost: $150,000
Enables Hawaii to obtain wage data from other states through a WRIS 2 agreement and any necessary UI System upgrades to enable WRIS 2 to operate. Cost of the needed upgrades has been a barrier to implementing WRIS 2. WRIS 2 information is important to the workforce system. DXP participated in a Multi-State Longitudinal Data Exchange (MLDE) pilot project that brought Hawaii, Washington, Oregon and Idaho to determine the extent to which sharing data among states supplements existing state data resources. The pilot allowed Hawaii to identify 17% more bachelor degree earners who were not found in Hawaii's UI[1] database, increasing the workforce outcome information for the state. This information will also allow Hawaii to evaluate academic and workforce training programs against labor market trends which will improve policy development.

5. Create a Resources Website and Resource Mapping   Cost: $15,000
To create a website for job seekers and staff to use to obtain program information with eligibility criteria that participants can obtain in a virtual environment, to make the Virtual On-line System more interactive with individualized information for participants (in a "Turbo Tax"-like format). With the integration of core partner services, front-line staff have asked for resource mapping. The website would have information on the following programs: WIOA, Wagner-Peyser/Labor Exchange, Apprenticeship, Unemployment Insurance, DVR, Adult Education, University of Hawaii, University of Hawaii Community Colleges (UHCC), Career Kokua, and other relevant workforce information.

6. Implement System for Mobile Devices and Integrating Real-Time LMI
                                                             Cost: $100,000
This project proposes a two-year pilot project to demonstrate whether the implementation of mobile-friendly features and real-time LMI increases the participation rates of employers and improves performance outcomes. The project will be evaluated at the end of two years. The results will inform future system design. The current PMIS is only available for desktops; as more employers and job seekers use mobile devices, including tablets, the system should be made accessible to devices that people use most often. The addition of the feature would also improve self-service access in rural or remote locations where desktops are not available. The current system is also limited to jobs posted into the system by employers and to a very limited number of large employers. Small employers make up 96% of employers in Hawaii. Optimally, the updated system should include the ability to collect, maintain, and deliver information about skills of hard-to-fill, shortage, and targeted occupations. Job seekers, community leaders and planners, training providers, workforce development agencies and their clients will be able to get information about skills that employers need and about the occupations in demand in their communities.

B. Project element #6 will extend beyond the grant period. There are no anticipated costs related to the extension beyond the grant period. The extension allows for a full two-year demonstration period for evaluating the value of the features.

C. Project timelines and major milestones:

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[1] Prescott, B. T. & Bransberger, P. (2014). Building Capacity for Tracking Human Capital Development and its Mobility Across State Lines. *Policy Insights, December 2014*. Retrieved from http://www.wiche.edu/info/publications/PI-150105-MLDE-Policy%20Insights.pdf

Project Element	Milestone	Timeline
1. Surveys		
a. Needs	Issue RFP	January 31, 2017
	Contract vendor	March 31, 2007
	Results of Survey	June 30, 2017
	Issue results to stakeholders	September 2018
b. Customer surveys	Collect information and make recommendations	June 30, 2017
	Implement in system	September 30, 2017
	Collect first data	January 1, 2018
2. System Integration	-ITSC evaluates current system, makes recommendations	November 30, 2016
	-Issue RFP or contract with governmental agency to perform integration	January 31, 2017
	-Contract with vendor	March 31, 2017
	-Test system	March 2018
	-Train Staff	May 2018
	-System goes live	June 2018
3. Eligible Training Provider Website Upgrade	-Issue RFP or contract with governmental agency to design the system	November 30, 2017
	-Contract a vendor	January 31, 2017
	-New website available	July 1, 2017
4. WRIS 2	-Evaluate current system and needed upgrades	January 31, 2017
	-Issue RFP or contract a government agency	March 31, 2017
	-Contract with vendor	June 31, 2017
	-Vendor completes system work	December 31, 2017
	-Initiate WRIS 2 Contract	June 31, 2017
	-Signed WRIS 2 Contract	October 1, 2017
5. Create a Resources Website and Resource Mapping	Information collection	January 31, 2017
	Develop website content	May 31, 2017
	Launch website	July 31, 2017
6. Implementing Workforce System for Mobile Devices and Integrating Real-Time LMI	Issue RFP	January 31, 2017
	Contract with a vendor	March 31, 2017
	Go-live	July 1, 2017
	Gather data and evaluate results	July 2017-August, 2019

D. Inventory of Current Systems
1. Division of Vocational Rehabilitation

DVR uses a web-based automated vocational rehabilitation case management system known locally as *Akamai*. It is a commercial off-the-shelf system sold under the software label Aware. *Akamai* is hosted by its developer Alliance Enterprises, Inc., (Alliance) located in Dupont, Washington. *Akamai* is able to manage Vocational Rehabilitation and Older Blind case types, track efficiency, costs, and meet all federal data management and reporting requirements. Thus far, in federal fiscal year 2016, HDVR served 5,492 participants of which 333 cases were closed successfully, and 1,083 were new referrals.

2. Unemployment Division (UI)

The UI system maintains a database which contains UI benefit and wage data for individuals who are considered covered workers for the purposes of UI. The UI Quarterly Wage Reporting System (QWRS) is comprised of wages which are reported by employers (excluding Federal and employers who do not have employees). UI maintains 12 quarters of wages. The current UI system relies on "legacy" mainframe technology which runs on outdated software programming languages (COBOL and Natural). UI is currently in the process of modernizing its legacy mainframe to leverage existing routines without compromising the reliability of the current legacy system. The use of ADASQL software will allow specific levels of query of the UI database via web applications (web service or views).

The applicable state statutes and regulations on the privacy of UI information are: HRS §383-95, and HAR §12-5-219 to 12-5-220. Parties must execute a written agreement with UI to protect against unauthorized access, use, and redisclosure, and the payment for the costs of disclosure.

3. DXP (The Hawaii Data eXchange Partnership)

DXP is a partnership between the Hawaii State Department of Education (HIDOE), University of Hawaii System (UH), DLIR, Department of Health and Department of Human Services, and is currently funded through a US Department of Education, Institute for Educational Sciences FY15 Statewide Longitudinal Data System grant, via a subcontract with HIDOE. Hawaii P-20 Partnerships for Education (Hawaii P-20), the managing partner of DXP, is a statewide collaboration led by the Executive Office on Early Learning, HIDOE and UH.

Currently, DXP links data across the K-12, postsecondary and workforce sectors to provide information about the education-to-workforce pipeline. The data that reside in DXP includes data from HIDOE (grades preK-12), as well as data from all 10 UH campuses. Planned DXP data collections for 2016-2017 include adult education from HIDOE and non-credit participant and program information from the UH campuses. The DXP data warehouse contains approximately 700,000 individuals with the majority of records linked across preK-12 to postsecondary and workforce.

DXP will provide the UH and UH CC Eligible Training Provider data. The general process is as follows: 1) agency/division provides a participant list with demographic data elements for matching across DXP data stores, as well as any additional data element required for reporting analyses; 2) this participant list is then matched and linked to relevant education data with DXP data stores; 3) the dataset is de-identified (all personally identifiable information is stripped and replaced with a research identification number); and 4) the dataset is returned to agency/division for analysis OR aggregated output/tables are produced by Hawaii P-20 and returned to the agency/division.

4. Department of Labor and Industrial Relations–Research and Statistics Office (R&S)

The DLIR's Research and Statistics Office currently maintains several data collection and information delivery systems. Currently the information is provided through different venues, may not be compatible, and are not always easily accessible. R&S maintains Career Kokua (CK) the Hawaii Career Information Delivery System (https://careerkokua.hawaii.gov) and HIWI, Hawaii Workforce Infonet (www.hiwi.org). HIWI is one of the required deliverables of the Workforce Information Grant. It is an LMI system that is capable of delivering labor market information, projections data, labor force statistics, employment/unemployment and employer data, industry and occupational information, local employment dynamics, and wage information. Data from HIWI is integrated into HireNet's labor

market information modules and HIWI includes linkages to HireNet's Job Search component that provides real-time job and applicant information. HIWI does not include real-time labor market information.

5. HIRENET HAWAII
Hawaii's Workforce Development System uses a standardized record data collection by means of a Virtual One-Stop (VOS) PMIS. The vendor is Geographic Solutions. The system will be WIOA compliant related to data collection and maintenance. The system will collect all new required performance data as well as the new employer engagement data.

The PMIS provides core employment services to individuals via the internet. Job seekers are able to create and post their resumes on line, find available jobs in Hawaii, assess their skills, get career information, review he latest labor market data, and locate suitable training.

Employers are able to post their job openings, search through resumes for possible candidates, and access industry statistics. Employers may also receive direct referrals from the PMIS virtual recruiter to assure they get the best match for their positions. These services are available at no cost to the employer.

The PMIS matches job seekers and employers and provides immediate notification when a match is found. The system also provides labor market information to all users. It directly accesses data stored in the America's Labor Market Information System (ALMIS) structure. The system displays occupational wages, industry projections, unemployment statistics, economic indicators, and industry data.

6. LACES (Adult Education)
Hawaii's adult education programs utilize LACES by LiteracyPro Systems, Inc., a cloud-based system that manages student performance, provides outcome management, access to reports, and satisfies federal requirement of reports with automatic modifications.

Applicant affirms that all infrastructure is developed under the RSI- DWG will comply with all applicable UI laws and regulations; the applicant further affirms that system specifications will require UI claimants to actively opt-in to a system that shares their personal information with non-UI programs to align with UI confidentiality rules.

Applicant understands that ETA may conduct an independent evaluation of the processes, outcomes and benefits of these RSI-DWGs, and by accepting a RSI-DWG award, agree to participate in such an evaluation.