

WIOA Review- Hawaii Local Plan

Section 1: Workforce and Economic Analysis

1.2 An analysis of the knowledge and skills required to meet the employment needs of the employers in the local area (county), including employment requirements for in-demand industry sectors and occupations. [WIOA Sec. 108(b)(1)(B)]

DEFICIENT

REQUESTED REVISION #1:

- The local plan does not adequately describe "HCWDB performance accountability" and how this will assist individuals with basic skills deficiencies.
- Please add citations when studies and reports are referenced in the narrative.
- Zumba certification?

REQUESTED REVISION #2:

- Did not address the requested revisions in bullet point 3.
- The Round 1 deficiencies were not addressed. This section is looking for the knowledge and skills required to meet the employment needs of the employers.
- The "basic skills" paragraph, as well as the "job-readiness skills," and "occupational specific skills" does not make sense in this section, as they are definitions used by the programs rather than addressing needed skills.
- Where is the citation for the Kona-Kohala Chamber of Commerce study? If the citation is not available, the study results should not be used.
- To answer this question, use the in-demand industries cited in 1.1, then describe the skills that are needed by each of the industries. This section only describes the hospitality industry.
- The local plan does not adequately describe "HCWDB performance accountability" and how this will assist individuals with basic skills deficiencies. Insufficient response. Describe steps on how deficiencies will be addressed.
- Zumba certification? Provide proof to show that this is an in-demand occupation.

An analysis of the knowledge and skills required to meet the employment needs of the employers in the local area (county), include:

Soft Skills: The majority of island-wide employers in various industry sectors via surveys and conversations have expressed the urgent need for these skills. They are needed to effectively and efficiently use technical skills and knowledge. They improve the way employees interact with their bosses, co-workers and customers. They permit them to get complete their work in a timely manner. An important thing to note is that soft skills are transferable between occupations. Employers are seeking not only the technical skills to do the job, but qualities like "excellent communication skills," "able to multi-task," "team player," and "strong listening ability" as well. The need for soft skill training was also identified when the Research and Statistics Office conducted a survey of approximately 225 employers in in-demand industries: Construction, Healthcare, Hospitality an Information Technology. Plans are made to develop soft skill training videos.

Basic Skills: Basic Skills deficient means, with respect to an individual, that the individual has English reading, writing, or computing skills at or below the 8th grade level on a generally accepted standardized test or a comparable score on a criterion-referenced test. This is a necessary factor when establishing and maintaining a self-sufficient lifestyle. Deficiencies in basic education have become increasingly evident in many new participants as well as current employees. This will be addressed in HCWDB performance accountability by focusing on performance targets for the program year.

Job Readiness Skills: Surveys and questionnaires have indicated that many new jobseekers have lacked these skills. Addressing the developing employment preparation skills will enhance the employment pool for employers and will provide jobseekers the necessary tools to advance.

Occupational-Specific Skills: Our workforce at times will be required to have some skills and aptitudes in their chosen occupations. Occupational demand and labor market supply is to be taken into account to determine the focus for Occupational Training programs. The desired outcome of completing an Occupational Training program is employment in a related field.

According to feedback from our hospitality industry, there is a complete range of employment opportunities available. Although some individuals may choose to become an all-around hospitality professional, others choose to specialize in a particular function like human resources, sales, marketing, technology or finance. Whether a person chooses to become an all-around hospitality professional or specialize in a particular function, the opportunities in hospitality are nearly limitless for those with the right focus and drive. Because this industry is dynamic and fast-paced, the following skills are requirements of any position in hospitality:

Top 5 Skills

1. Customer/ Guest Focused with Spirit of Aloha
2. Effective Communication Skills, Verbal and Written
3. Collaboration
4. High Attention to Detail
5. Problem Solving Ability

Technology has effected change worldwide. As reliance on technology grows by the day, technology proficiency is quickly moving into the top required skills. From applying to a position online to submitting timesheets, to participating in engagement surveys and more, technology is an integral piece of the guest and employment experience.

This year the Kona-Kohala Chamber of Commerce completed a two year study to determine the existing and future needs of the Kona-Kohala business community. Of their eighty-three responses received, the top skills required to work successfully were:

- Customer service
- Communication
- Logic/reasoning/problem solving
- Office/administrative support
- Sales

Forty-three per cent of the respondents indicated the following requirements for the Kona-Kohala businesses:

Certifications:

Boat Captain	Occupational Therapists
Cosmetologist	PGA Certification
Driver's License	Real Estate License
First Aid, CPR, AED	SCUBA dive Guide or Instructor
Fitness Trainer	Speech Therapists
Insurance License	Water Utility Certification
Nursing Assistant	Zumba Certification

College Degrees:

Accounting	Environmental Studies
Biology	Juris Doctor
Business	Landscaping
Chemistry	Management
Economics	Medical Doctor
Education	Nursing
Engineering	Social Work

1.3 An analysis of the local workforce in the county, including current labor force employment (and unemployment) data, and information on labor market trends, and the educational and skill levels of the workforce in the county, including individuals with barriers to employment. [WIOA Sec. 108(b)(1)(C)]

DEFICIENT

REQUESTED REVISION #1:

- Lacking detailed analysis of UI claimant population, identify employment barriers with respect to work opportunities in the local workforce.
- The local plan does not adequately explain Tables 17 & 18. Are there labor market trends for 2016-2020?

REQUESTED REVISION #2:

- The response still did not answer detailed analysis of UI claimant population and identify employment barriers with respect to work opportunities in the local workforce.
- The response is absent a response to the requested revision #1 regarding an analysis of UI claimant population, identifying employment barriers with respect to opportunities in the local workforce. Strongly suggest the author(s) utilize the following resource which provides an analysis of the unemployed population for Hawaii County:
<http://labor.hawaii.gov/rs/files/2013/01/CIUpub2016-final.pdf>
- Narrative for Table 15 states "A total of 34.33% of persons with disabilities were employed, while 1.4% were employed." The 1.4% should be "unemployed."
- Lacking detailed analysis of UI claimant population, identify employment barriers with respect to work opportunities in the local workforce. Did not answer the question. What employment barriers does the local workforce, including UI claimants, have that prevents them from finding work in Hawaii County? What are the mismatches between what employers need and the job specific/soft skills the local population offers?
- The local plan does not adequately explain Tables 17 & 18. Are there labor market trends for 2016-2020? Do higher education levels help veterans secure jobs?

According to the Hawaii State Department of Labor and Industrial Relations Research and Statistics Hawaii County industry projections, 2012-2022

- Hawaii County's employment will increase by 11.7% from 2012 to 2022, and is expected to have the greatest growth among the four counties, increasing the total job count to 78,800.
- Service-providing industries will consist of over 80% of the total positions added in Hawaii County and will retain an 80% share of the workforce up to year 2022. From the service-providing industries, the three largest, education/health services, the trade/transportation/utilities sector and the leisure/hospitality will create 61% of the county's total job openings. The Profession and business services will have a projected growth rate of 21.1% and will be growing fastest among the service-providing industries.
- Goods-producing overall growth is high above the county's average expected to be around 17.8%. Construction will be grow the fastest and will offer over 84% of the positions added in the goods-producing industries.

Table 6. Population Distribution

The table below shows the counties with the highest 2014 estimated population in Hawaii.

Rank	Area Name	2014 Estimated Population
1	Honolulu County, Hawaii	991,788

2	Hawaii County, Hawaii	194,190
3	Maui County, Hawaii	163,108
4	Kauai County, Hawaii	70,475

Source: Census

Downloaded: 08/10/2016

Source: Hawaii Department of Labor and Industrial Relations, Research and Statistics Office – www.hiwi.org

Table 7. Income Totals

The table below shows the most recent income information for Hawaii County, Hawaii.

Income Description	Income Source	Year	Total
Median Family Income	US Census Bureau	2010	\$66,348
Median Household Income	US Census Bureau	2014	\$51,887
Median HUD Income	HUD (Housing & Urban Development)	2015	\$62,400
Per Capita Income	BEA (Bureau of Economic Analysis)	2014	\$34,870
Total Income	BEA (Bureau of Economic Analysis)	2014	\$6,771,329,000

Source: Hawaii Dept. of Labor and Industrial Relations, Research and Statistics Office: 08/10/2016

Source: Hawaii Department of Labor and Industrial Relations, Research and Statistics Office – www.hiwi.org

Hawai'i employment vacancies are increasing as the unemployment rate falls. Most of the positions advertised are located on the west-side of the island where the cost of living is higher. Many residents have to hold multiple positions or commute across the island to meet their housing needs.

As of September 30, 2016, the University of Hawaii Economic Research Organization (UHERO) projected the state's unemployment rate between the years of 2014 through 2019 should fluctuate between 3.0% to 4.4%.

The unemployment rate for the Big Island has hovered around six percent; at the same time, average household income has steadily grown with about 36 percent of Big Island households reporting incomes of from \$25,000 – \$50,000 and another 36 percent in the \$50,000 – \$75,000 range. These figures often reflect individuals doing two jobs, especially in West Hawaii where the cost of living is substantially above the national average and where tourism industry service job wages may be less than in other fields.

Resource:

<http://kona-kohala.com/discover/economy.html>

While continuing to make gains, at the close of 2015, Hawai'i County's unemployment rate of 3.7% represented the highest unemployment rate of the four counties in the state and second only to Molokai (6.4%) when compared to individual islands.¹⁰ Although not ideal, this is a marked improvement over the unemployment rate of 9.9% with 8,300 people unemployed for Hawai'i County at the end of December 2010-11.

Resource:

http://files.hawaii.gov/dbedt/op/spb/CEDS_2016_final.pdf

Table (#) Hawaii Economic Indicators Year-Over-Year Percent Change

HAWAII ECONOMIC INDICATORS
YEAR-OVER-YEAR PERCENT CHANGE

	2014	2015	2016	2017	2018	2019
Visitor Arrivals	2.4	4.5	2.3	1.5	0.9	0.3
U.S. Visitor Arrivals	1.1	6.9	2.9	1.3	1.0	0.3
Japan Visitor Arrivals	-0.4	-1.9	-0.4	0.7	0.8	0.2
Other Visitor Arrivals	9.2	3.1	2.8	2.9	0.4	0.2
Non-farm Payrolls	1.4	1.7	1.4	0.8	0.6	0.5
Unemployment Rate (%)	4.4	3.6	3.1	3.0	3.1	3.5
Inflation Rate, Honolulu MSA (%)	1.4	1.0	2.3	3.1	2.9	2.5
Real Personal Income	3.2	3.6	2.2	1.7	1.4	1.3
Real GDP	1.8	3.3	2.0	2.4	1.5	1.4

Note: Source is UHERO. Non-farm Payrolls for 2015 are UHERO estimates of the benchmark revision. Figures for 2016-2019 are forecasts.

Source: UHERO The Economic Research Organization at the University of Hawaii

Table 8. Current Jobs Available

The table below shows the number of job openings advertised online in Hawaii County, Hawaii on August 24, 2016 (Jobs De-duplication Level 2).

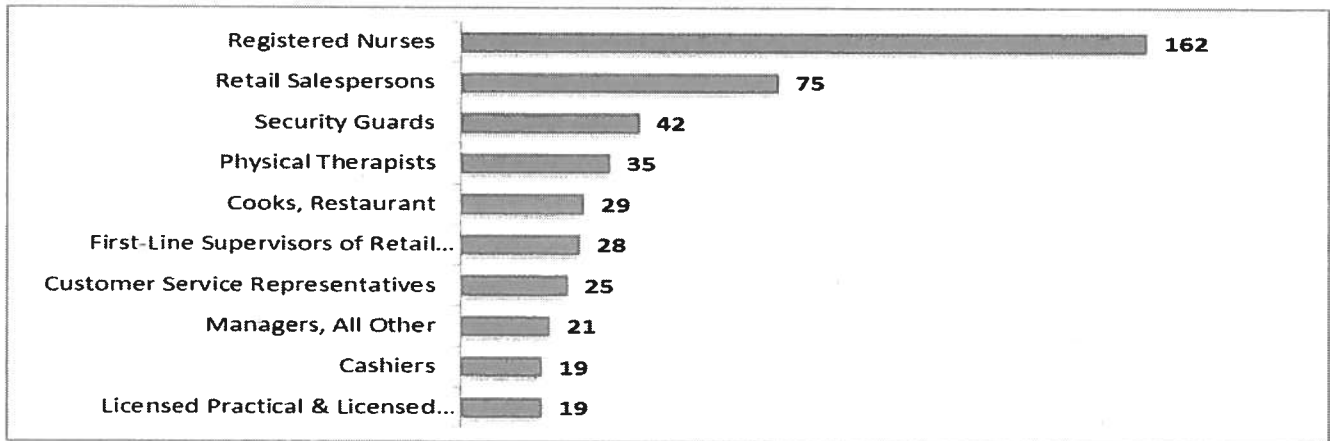
Area Name	Job Openings
Hawaii County, Hawaii	2,172

Job Source: Online advertised jobs data: 08/25/2016

Source: Hawaii Department of Labor and Industrial Relations, Research and Statistics Office

<https://www.hiwi.org/vosnet/lmi/area/areasummary.aspx?enc=SgfiA5gOXyil8J88h1RlLQofDosouQ9Z5xPkOzl9G6o6ooYmzd8qOe8mLBr4ki/Me>

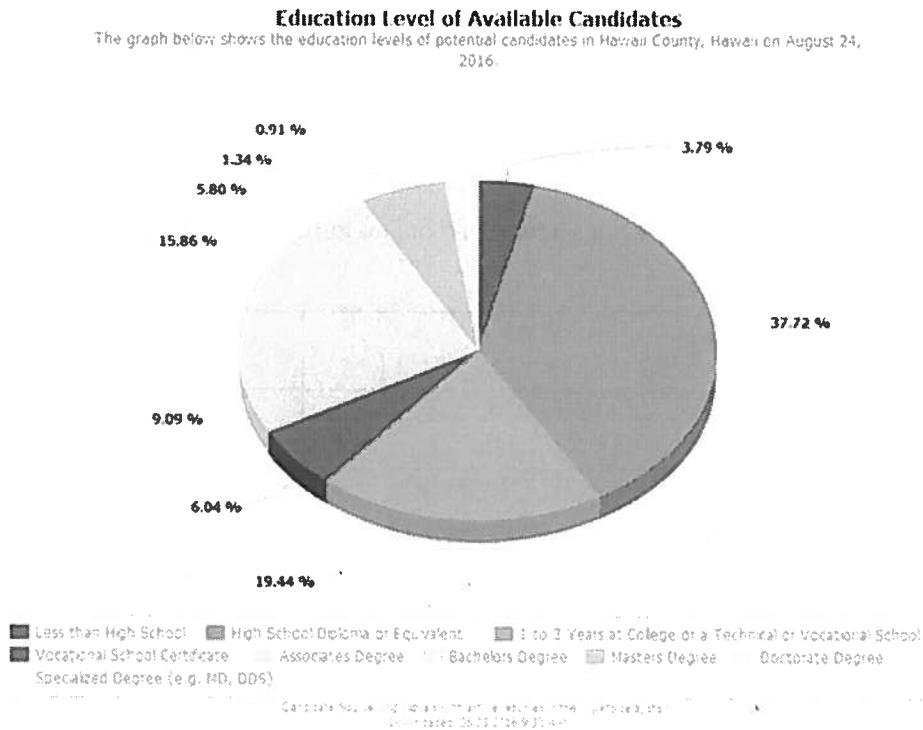
Table 9. Advertised Openings – Hawaii County (as of 10/05/15)



Source: Online Advertised Jobs, America's Labor Market Analyzer (ALMA)

The mass majority of available candidates have a high school diploma or equivalent at 37.72%. The next highest ratio are those with 1 to 3 years of college or a technical or vocational school. More than 25% have some type of postsecondary degree.

Table 10. Education Level of Available Candidates



Source: Hawaii Department of Labor and Industrial Relations, Research and Statistics Office – www.hiwi.org

College enrollments are expected to remain fairly constant until 2020.

Table 11. Enrollment Projections

ENROLLMENT PROJECTIONS

University of Hawai'i at Hilo

	Historic	Projections					
	2014	2015	2016	2017	2018	2019	2020
Total	3,924	3,879	3,858	3,862	3,874	3,877	3,890
Status							
Full time	3,159	3,123	3,106	3,109	3,119	3,121	3,132
Part time	765	756	752	753	755	756	758
Degree Type							
Agriculture	167	165	164	164	164	165	166
Business & Economics	374	368	365	366	368	369	370
Arts & Sciences	2,783	2,747	2,731	2,734	2,744	2,745	2,755
Humanities	376	372	369	369	369	369	373
Natural Sciences	833	822	819	818	822	819	824
School of Nursing	117	117	117	117	117	117	117
Social Sciences	1,072	1,059	1,052	1,053	1,055	1,058	1,061
Interdisciplinary Majors	5	5	5	5	5	5	5
General & Pre-Professional	380	372	369	372	375	375	375
Ka Haka 'Ula o Ke'elikōlani	159	158	157	157	157	157	158
College of Pharmacy	355	355	355	355	355	355	355
Unclassified	86	86	86	86	86	86	86
Home-based at Other UH campus	15	15	15	15	15	15	15

Source: State of Hawai'i, Institutional Research and Analysis Office, Enrollment Projections Fall 2015 to Fall 2020.
Hawai'i County Data Book 2015

Hawai'i Community College

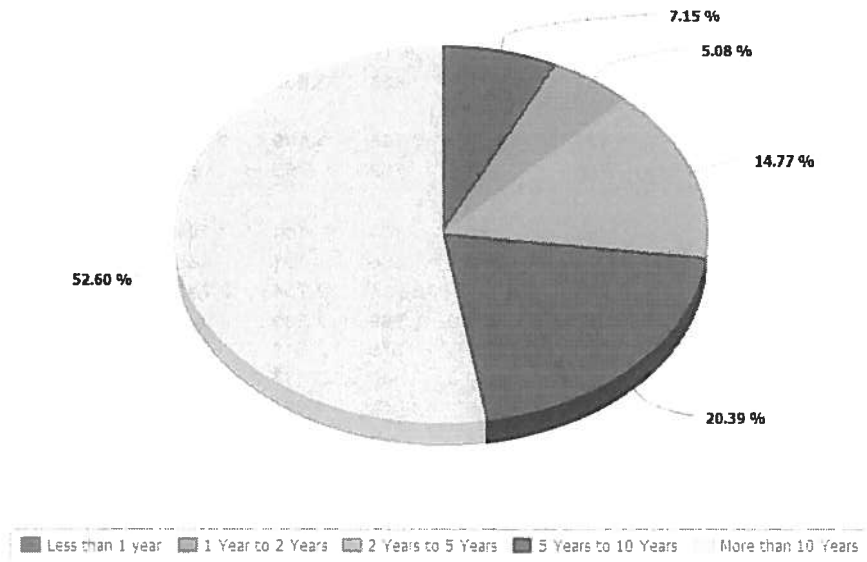
	Historic	Projections					
	2014	2015	2016	2017	2018	2019	2020
Total	3,186	3,192	3,197	3,220	3,207	3,186	3,169
Status							
Full time	1,450	1,476	1,478	1,489	1,483	1,473	1,465
Part time	1,736	1,716	1,719	1,731	1,724	1,713	1,704
Degree Type							
Liberal Arts	1,256	1,192	1,146	1,127	1,110	1,097	1,088
Career & Technical Ed	1,377	1,338	1,303	1,291	1,277	1,263	1,253
Unclassified	68	70	74	76	78	79	79
Specials	197	275	325	350	350	350	350
Home-based at Other UH campus	288	317	349	376	392	397	399

Source: State of Hawai'i, Institutional Research and Analysis Office, Enrollment Projections Fall 2015 to Fall 2020.
Hawai'i County Data Book 2015

The County of Hawaii has a seasoned workforce with 52.60% having ten or more years of experience.

Table 12. Work Experience Levels of Available Candidates

Work Experience Levels of Available Candidates
 The graph below shows the experience levels of potential candidates in Hawaii County, Hawaii on August 24, 2016.



Source: Hawaii Department of Labor and Industrial Relations, Research and Statistics Office

<https://www.hiwi.org/vosnet/lmi/area/areasummary.aspx?enc=SgfjA5gOXyjI8J88h1RULQofDosouQ9Z5xPkOzI96o6ooYmzd8qOe8mLBr4ki/Me>

Although Hawai`i County has the most land mass and the second largest population count in the State, it also has the lowest average hourly wage, weekly wage and average annual wage of the four counties.

Table 13. Employment Wage Statistics Distribution

The table below shows the counties with the highest estimated average weekly wages in Hawaii for the 1st quarter, 2014.

Rank	Area Name	Total Average Employment	*Average Hourly Wage	Average Weekly Wage	*Average Annual Wage	Preliminary
1	Honolulu County, Hawaii	455,291	\$22.35	\$894	\$46,488	N/A
2	Kauai County, Hawaii	29,662	\$19.35	\$774	\$40,248	N/A
3	Maui County, Hawaii	71,819	\$19.15	\$766	\$39,832	N/A
4	Hawaii County, Hawaii	64,834	\$18.53	\$741	\$38,532	No

* Assumes a 40-hour week worked the year round.

Source: Hawaii Dept. of Labor and Industrial Relations, Research and Statistics Office, QCEW Program: 08/25/2016

Source: Hawaii Department of Labor and Industrial Relations, Research and Statistics Office – www.hiwi.org

There were 9,208 employed and 1,508 unemployed in the time period 2010 to 2014. Hawaii County had the highest unemployment rate of Native Hawaiians & other Pacific Islanders in the state.

Table 14. Employment Status of Native Hawaiians & Other Pacific Islanders Alone, State & County, 2010-2014

	State of Hawaii	Honolulu County	Hawaii County	Maui County	Kauai County
16+ years	102,410	67,474	17,891	11,976	5,069
· Civilian labor force	64,272	42,326	10,716	8,020	3,210
Employed	56,450	37,434	9,208	6,907	2,901
Unemployed	7,822	4,892	1,508	1,113	309
Unemployment Rate	12.2%	11.6%	14.1%	13.9%	9.6%

Source: U.S. Census Bureau, 2010-2014 American Community Survey 5 Year Estimates, C23002E

A total of 34.33% of persons with disabilities were employed, while 1.4% were employed. Hawai'i County had the highest percentage of 64.27% were not in the labor force statewide.

Table 15. Employment Status by Disability Status, State and County, 2014

	State of Hawaii	Honolulu County	Hawaii County	Maui County	Kauai County
Total	836,069	576,940	116,239	100,963	41,875
In the labor force	651,355	456,453	81,817	80,011	33,039
Employed	616,404	432,721	77,118	74,766	31,764
With a disability	29,593	19,958	3,806	4,540	1,289
No disability	586,811	412,763	73,312	70,226	30,475
Unemployed	34,951	23,732	4,699	5,245	1,275
With a disability	3,829	2,797	155	814	63
No disability	31,122	20,935	4,544	4,431	1,212
Not in labor force	184,714	120,487	34,422	20,952	8,836
With a disability	36,424	22,609	7,125	4,473	2,200
No disability	148,290	97,878	27,297	16,479	6,636

Source: U.S. Census Bureau, 2014 American Community Survey 1 Year Estimates, C18120.

Hawaii County has a large aging workforce population. Workforce strategies need to take into account for the baby boomers whom are preparing to retire.

Table 16. Civilian Labor Force Status 45+ Years, State and County, 2014

	State of Hawaii	Honolulu County	Hawaii County	Maui County	Kauai County
Total population 16+ years	1,143,931	800,437	156,199	130,748	56,493
45 to 64 years:	359,467	237,928	54,518	46,934	20,056
Civilian labor force:	270,810	183,599	36,642	35,412	15,143
Employed	261,475	177,760	34,934	33,869	14,898
Unemployed	9,335	5,839	1,708	1,543	245
65 years and over:	228,061	156,728	34,298	24,652	12,381
Civilian labor force:	44,737	29,765	6,103	5,966	2,903
Employed	43,639	29,007	6,031	5,875	2,726
Unemployed	1,098	758	72	91	177

Source: U.S. Census Bureau, 2014 American Community Survey 1-Year Estimates, B23001

Hawai'i County has the second largest civilian veteran population in the State. Approximately 1 out of 10 civilians over the age of 18 are veterans.

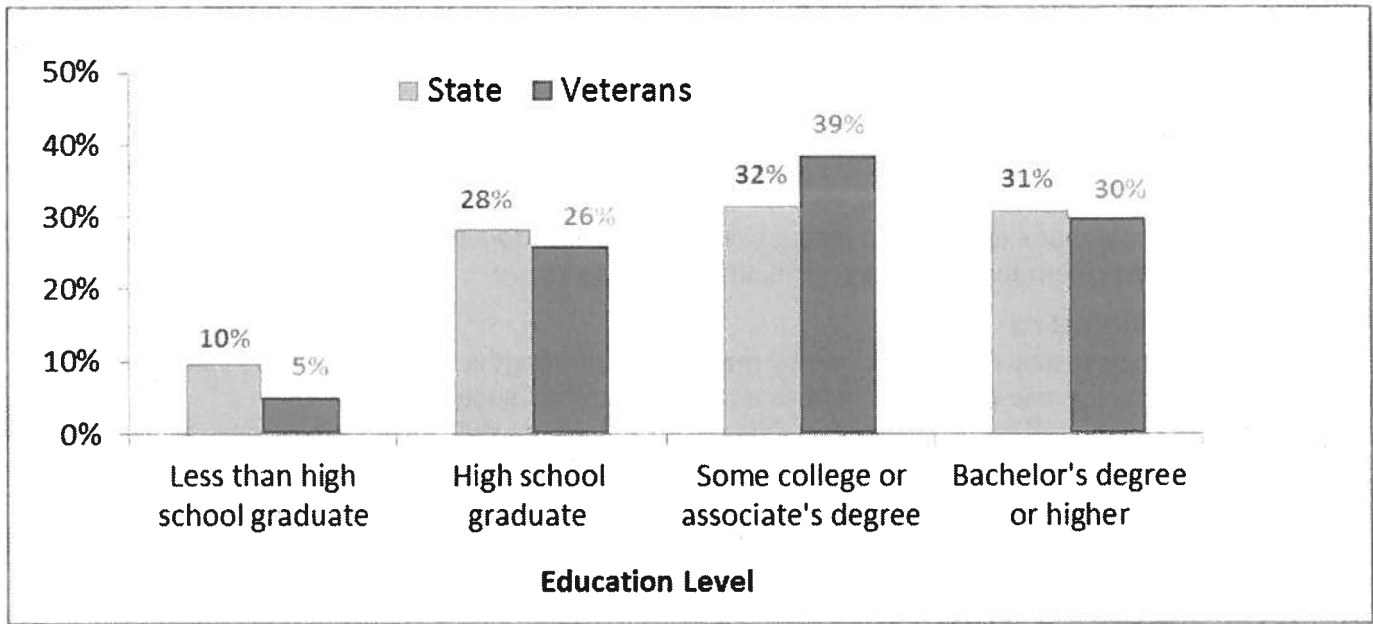
Table 17. Veterans Status, State and County, 2010-2014

	State of Hawaii		Honolulu County		Hawaii County		Maui County		Kauai County	
	#	%	#	%	#	%	#	%	#	%
Civilian population 18+ years	1,046,610	---	724,004	---	146,901	---	122,594	---	53,111	---
Civilian veterans	112,217	10.7%	83,004	11.5%	14,959	10.2%	9,639	7.9%	4,615	8.7%

Source: U.S. Census Bureau, American Community Survey 2010-2014 5-Year Estimates, DP02

Compared to the statewide population, overall veterans have a higher percentage of college attendance. Thirty-nine percent of veterans have some college education or associates degrees which is higher than that of the State at 32%.

Table 18. Education Level



The Veteran Population Projection Model 2014 (VetPop2014) provides the latest official Veteran population projection from the Department of Veterans Affairs (VA). VetPop2014 is an actuarial projection model developed by the Office of the Actuary (OACT) for Veteran population projection from Fiscal Year FY2014 to FY2043. Using the best available Veteran data by the end of FY2013, VetPop2014 provides living Veteran counts.

Resource:

https://www.va.gov/vetdata/Veteran_Population.asp

Table #. The Veteran Population Projection Model 2014 (VetPop2014) US Department of Veteran Affairs

County, St	9/30/2013	9/30/2014	9/30/2015	9/30/2016	9/30/2017	9/30/2018	9/30/2019	9/30/2020
Hawaii, HI	16,802	16,670	16,529	16,381	16,226	16,065	15,903	15,740

Source: http://www.va.gov/vetdata/Veteran_Population.asp

1.4 An analysis and description of adult and dislocated worker workforce development activities, including type and availability of education, training and employment activities. Include analysis of the strengths and weaknesses of such services, and the capacity to provide such services, in order to address the needs identified in 1.2. [WIOA Sec. 108(b)(1)(D) & 108 (b)(7)]

DEFICIENT

REQUESTED REVISION #1:

- The response needs to include a discussion of the needs identified in 1.2. The list of activities include goals rather than activities. The strength list is vague.

REQUESTED REVISION #2:

- Recommend the activities be divided by program and strengths and weaknesses listed by program. Perhaps sharing how the other counties accomplished this section?
- Why is this included in the strengths: "This vision also forms WDD's purpose, goals, and objectives"?
- Please provide more information on how the provider does this: "Our Adult and Dislocated Worker Provider, plays an active role in building the middle class."
- Please provide the "no wrong door policy" that the program is operating under.
- Please explain this: "As a supporter of career pathways they allow the participant to choose their path based on their skills, knowledge and interests." Is the participant allowed to choose based on their interests? What about in-demand jobs?
- Are the "non-profit resources to collectively address workforce issues," what or who are they? This section refers to adult and dislocated workers, are these resources available for these 2 programs?
- Please take the time to read this section carefully and to correct typos and other errors.
- The response is absent a response to the requested revision #1 regarding the analysis of activities such as RESEA/UI – strengths and weaknesses and capacity to provide ongoing services as RESEA grants are subject to USDOL guidelines, annual funding based on USDOL priorities.
- The response needs to include a discussion of the needs identified in 1.2. The list of activities include goals rather than activities. The strength list is vague. The needs identified in 1.2 still have not been discussed in relation to the education, training and employment activities available in East and West Hawaii. List the entities that provide these activities and evaluate their ability (strengths and weaknesses) to provide such services so that the needs identified in 1.2 are addressed. Present data on how many Hawaii County Adult/DW participants received each type of training, education and employment activity and the outcomes such cost per participant and the number who secured jobs.

Activities	Strengths	Weaknesses
<ul style="list-style-type: none"> • Transition Activities – consultation and orientation with Adult and Dislocated Worker populations, intake and revisit with Individual Employment Plans (IEP); establish training sites • Eligibility Determination – Individual interviews scheduled to verify documents. U.I. records, • Outreach, Intake, Orientation, Assessment – Attend promotional resource 	<ul style="list-style-type: none"> • Serves the entire Hawaii Island with multiple offices • Carries out a customer-driven workforce development system that assists jobseekers, workers, and industries • Provides a free referral and placement service linking qualified jobseekers with employers • Develops and maintains 	<ul style="list-style-type: none"> • Technology • Transportation • Limited Resources and Funding • Career counseling focus – used to be social/case workers • Short on Eligible Training Providers due to the elimination of program reporting waivers • Amount of time it

sites to engage new participants, group orientation sessions with partner agencies. On-on-one with walk-ins. Intake performed by staff. Includes: Assessments, interest inventories, Work keys, HireNet Hawaii Career Assessment Tools.

- Development of IEP – After integration of Labor Market Information, skills, interests, mutually develops IEP.
- Consultation with Employer Advisory Groups – meet with Eligible Training Providers and the Community School for Adults and Community College
- Enroll participants in Career and Training Services components – Work Experience includes transitional jobs, internships, paid and unpaid experiences
- Basic/Remedial Education Includes GED and High School Diploma prep.
- Financial Literacy – Personal budget, asset development, budget preparation
- Contextualized Models – Incorporating project and paid and unpaid work-based learning,
- Business Close Ups – Mini, targeted job fairs featuring 3-4 employers agreeing to interview and hire our prepared participants
- Customized Training – Private Sector driven training at worksite for new and/or incumbent workers with a commitment to hire at the end of training
- Customized Employment – Teaming with a participant and at least 2 employers to share job functions, hours of

partnerships with the private sector to identify employment trends, technological advances, declining industries, and economic issues. This vision also forms WDD's purpose, goals, and objectives

- Career and training services are driven to address industry needs through career pathways that lead to higher education, industry-recognized credentials, and better paying, highly skilled jobs
- Leverages services of employer stakeholders and industry leaders to maximize resources, minimize duplication of effort, and connect Adults and Dislocated Workers to better jobs
- Extensive experience in developing programs for large layoffs in the Healthcare System, Hospitality, Retail, and Newspaper Industry
- Arrange job referral services with other employers and agencies
- Participate in the One Stop annual Job Fair
- Operate with a “no wrong door policy” and a strong partner referral system
- Extensive experience providing Rapid Response services to employers who are downsizing through layoffs or closures

takes to build sector partnerships

- Staffing vacancies and job requirements (in addition to case management now a career advisor)
- ETP Recertification process seems too cumbersome to be timely and responsive to industry demands.
- In-Take is cumbersome and repetitive for clients

<p>work, support services</p> <ul style="list-style-type: none"> • Job Placement and Follow up – Basic and Individualized Career Services including job search assistance, job referrals and job development; promotion of Volunteer Internship Program, OJT, Work Experience as a prelude to placement 		
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Capacity to Provide Services: Our Adult and Dislocated Worker Provider, plays an active role in building the middle class. As a supporter of career pathways they allow the participant to choose their path based on their skills, knowledge and interests. This is accomplished by allowing them to complete short-term certification training programs and enhance their existing skills. The capacity to provide service is increased because of braided resources with partners such as Adult Ed, Vocational Rehab (VR), and Temporary Assistance for Needy Family (TANF) and the Community College. WDD creates innovative strategies to bring together industry leaders with government agencies, non-profit resources to collectively address workforce issues.

1.5 An analysis and description of youth workforce activities, including activities for youth with disabilities. Include analysis of the strengths and weaknesses of such services, and the capacity to provide such services. [WIOA Sec. 108(b)(1)(d) and 108(b)(9)]

DEFICIENT

REQUESTED REVISION #1:

- The list of activities is incomplete and include goals rather than activities and the strengths are vague. If the provider is delivering high-quality services include performance results. How does the provider develop strong working relationships? What is their capacity to continue these services and continue achieving performance goals? No mention is made of youth with disabilities.

REQUESTED REVISION #2:

- Please take the time to read this section and clean up typos and other mistakes.
- Activities still do not address youth with disabilities
- It appears that instead of the strengths and weaknesses of the services, the strengths of the provider's other programs are listed in the strength column. In this section, only list those that relate specifically to the youth program services.
- The last sentence states the following: "...continues to support the initiates..." Should it state "...continues to support the initiatives...?"
- The list of activities is incomplete and include goals rather than activities and the strengths are vague. If the provider is delivering high-quality services include performance results. How does the provider develop strong working relationships? What is their capacity to continue these services and continue achieving performance goals? No mention is made of youth with disabilities.
- Provide performance data to prove that the provider(s) is/are delivering high-quality services. List the entities that provide these activities and evaluate their ability (strengths and weaknesses) to provide such services. If available, present data on how many Hawaii County Youth participants received each type of training, education and employment activity and the outcomes such cost per participant and the number who entered higher education/the military or secured jobs. Did not answer questions on how strong working relations are developed or the capacity to continue to achieve performance goals. Describe outcomes that earned Goodwill's 2016 three year accreditation from CARF.

Activities	Strengths	Weaknesses
<ul style="list-style-type: none"> • Provide services to economically disadvantaged at-risk youth ages 14 to 24 facing • Focus on developing each youth for continuing educational achievements, successful transition to adulthood, sustained self-sufficient employment. • Skills assessment • Access to eligible education and training programs • Work Experience • Job search and placement assistance 	<ul style="list-style-type: none"> • Goodwill has served Hawaii • In the last 5 years provided employment and training services to over 39,500 individuals with barriers to employment, successfully placing over 8,000 in jobs statewide • Goodwill serves 758 annually at-risk, disabled, and disadvantaged youth • Goodwill has been is a trusted partner with a strong statewide presence currently operating over 20 human service programs, 11 retail stores, 	<ul style="list-style-type: none"> • Services to in-school youth decrease under WIOA • Technology • Transportation • High turnover of participants • A more productive connection to the workplace is needed, one in which youth are prepared with the skills necessary to continue along their chosen educational and/career path, which ultimately leads to employment.

<ul style="list-style-type: none"> • Career counseling • Support services • Provide employers with qualified labor pool • Program Outreach, Assessment and Individual Plan Development 	<p>24 donor convenience centers,</p> <ul style="list-style-type: none"> • Employers are able to identify motivated employees • Goodwill utilizes the elements of the WIOA youth program to effectively assess personal and academic challenges, provide career exploration and skill development through a range of contextualized learning opportunities, and provide on-going case management support to assist youth in moving toward self-sufficiency while making a difference in their lives through engagement in positive community experiences. • Conducts a Community Work Experience program that features avenues to work experience, leadership training and team building, and employer and campus visits • Strong working relationships with numerous local, State and Federal agencies including Office of Youth • Has been fully accredited for over 30 years by the Commission on Accreditation of Rehabilitation Facilities (CARF) which sets national standards for programs serving people with disabilities and economic disadvantages. In 2016 Goodwill was awarded a 3 year accreditation, the highest level of accreditation attainable. 	
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Capacity to Provide Services: Our Youth Provider, has successfully operated the Hawaii County Workforce Investment Act and the Workforce Innovation and Opportunity Act for the last 10 years and has successfully operated the Ola I Ka Hana Program has been in place since 1999. The capacity to provide service is increased because of braided resources with community, non-profit and governmental partners. Goodwill is a trusted partner with strong statewide presence currently operating over 20 human services programs, 11 retail stores, 24 donor convenience center, and 2 state-certified redemption and recycling centers; revealing the varied ways in which their teams work to support the local communities. Hawaii County operations include 10 programs, 2 retail stores and donation locations and continues to support the initiatives of the Local government and the local Workforce Development Board.

1.6 Identify successful models and best practices for youth workforce activities relevant to the local area. [WIOA Sec. 108(b)(9)]

DEFICIENT

REQUESTED REVISION #1:

- No successful models are identified. Evidence-based and effective programs should be identified.

REQUESTED REVISION #2:

- Please take the time to correct typos and grammar. If Goodwill is using evidence-based programs and follows best-practices, this section only hints at it.
- Can this section be rewritten to be more easily understood and cohesive?
- Provide performance measures that support naming Goodwill's program as a successful model.
- No successful models are identified. Evidence-based and effective programs should be identified. The overall description of the program with the State Department of Land and Natural Resources (DLNR) is adequate. Provide data on how many participants over how many years are/were in job shadowing, work experience, internships and summer employment and what the outcomes were.
- Clarify how the relationship with Bay Clinic improves the effectiveness and outcomes of Goodwill's Youth Program. Provide the same kind of statistics as requested for DLNR above.

The current Youth Service Provider's , *Goodwill Works* evidence-based training curriculum delivers high quality education, case management, employment, acculturation, financial, life, literacy and social skill services to diverse consumers including: Individuals with disabilities, Native Hawaiian or Part Hawaiian, English as a Second Language, Immigrants, Substance Abuse, Individuals previously or currently incarcerated, Public Housing residents, Homeless, At-risk, Disabled or economically disadvantaged youth. The program has demonstrated through the actual achievement of performance measures and outcomes, the comprehensive underrating and practical experience necessary to deliver effective services to youth living in Hawaii County.

The Youth service provider has and will continue to develop strong working relationships with numerous local, State and Federal agencies including Hawai'i County Workforce Development Board (HCWDB), Office of Youth Services, Department of Human Services, Office of Community Lands, Department of Health, Internal Revenue Service, Department of Vocational Rehabilitation, University of Hawaii (UH) Hilo and UH Community Colleges, Waipahu Community School for Adults.

Goodwill's Ola I Ka Hana Program collaborates with Hawaii State Department of Land and Natural Resources (DLNR) Volunteer and Outreach Coordinator to provide a mutual benefit providing opportunities for youth to get involved with DLNR activities on the Big Island, as they learn about the importance of conservation to protect our islands through job shadowing, work experience internships, and summer employment.

Goodwill's partnerships and best practices provides a link between employment, self-sufficiency and good health. The Ola I Ka Hana Program provides the comprehensive positive youth development service needed

by our communities to enable our youth experiencing academic and/or employment barriers to obtain sustainable employment and thus support themselves and their families in the future. The services the program provides – tutoring, work experience, post-secondary education support, leadership development, community service learning, mentoring, guidance and counseling, and financial literacy education – have a significant impact on the ability of these youth to become independent, self-sufficient adults and contributing members of our communities.

Through Goodwill's Ola I Ka Hana Program and positive community relationships, they work with the Bay Clinic, Inc. to refer patients to the program, welcome Goodwill staff to conduct informational presentations to clinic staff regarding the availability of the youth program, receive referrals from Goodwill's program staff to provide health/wellness services to participants for screening and enrollment in health insurance programs and provision of medical, dental, behavioral health care, and overall health guidance counseling. Communicate with Goodwill's staff and management to ensure coordinated service delivery and to address other collaborative prospects that may arise.

The Youth provider takes advantage of its in house resources. This provides an opportunity to the youth interested in gaining work experience (marketing, merchandising, financial transactions and inventory to name a few) while in a familiar environment. The youth are compensated for their hours, held accountable and gain the necessary skills required to allow them to gain experience employers are looking for, allowing them to be successful in the business community.

Goodwill's proprietary curriculum engages youth in healthy behaviors and empowers them with tools to reduce unhealthy, risky behaviors such as truancy, gang involvement, criminal activity, dropping out of school, running away, unhealthy sexual activity, and alcohol and drug use.

Section 2: Strategic Vision and Goals

2.2 Describe how the local board's vision and goals align with and/or supports the vision of the Hawaii Unified State Plan: "All employers have competitively-skilled employees, and all residents have sustainable employment and self-sufficiency."

DEFICIENT

REQUESTED REVISION #1:

- The local plan did not describe how the local board's vision and goals align with the Unified State Plan. The local plan did indicate that the board would support the State's vision to support alignment of workforce investment, education and economic development systems- what about alignment with VR and employers too?

REQUESTED REVISION #2:

- Does not really answer the question of how the Board's vision and goals align with the State plan.
- Who is responsible to "prioritize services to veterans, as well as, unemployed workers, individuals with disabilities, homeless individuals and Native Hawaiians?"
- Please elaborate on the last sentence, "HCWDB aligns with the State's vision of wanting to minimize slack in labor market, supply suitable living wages, for all residents of Hawaii."
- Is the minimizing "slack in the labor market" a separate goal? Why isn't in 2.1?
- Given the original response to 2.1, explain how the local board's visions and goals support those in the Unified State Plan.
- The local plan did not describe how the local board's vision and goals align with the Unified State Plan. The local plan did indicate that the board would support the State's vision to support alignment of workforce investment, education and economic development systems- what about alignment with VR and employers too? What does Hawaii County's vision say? Describe how it aligns with the State's vision.

The HCWDB supports the State vision by agreeing to support the alignment of workforce investment, education, and economic development systems in support of a comprehensive, accessible, high-quality workforce development system. This will increase the prosperity of workers, employers, and economic growth throughout our community. WIOA is quality-focused, employer-driven, customer-centered and tailored to meet the workforce and economic development needs of our local area. Also, prioritize services to veterans, as well as, unemployed workers, individuals with disabilities, homeless individuals and Native Hawaiian.

HCWDB aligns with the State's vision of wanting to minimize slack in labor market, supply suitable living wages, for all residents of Hawai'i.

2.3 Describe how the local board's vision and goals contribute to each of the Unified State Plan goals:

- To provide coordinated, aligned services.
- To prioritize services to vulnerable populations with barriers to employment as described under WIOA, including homeless individuals and Native Hawaiians, which are currently of critical concern to the state.
- To develop sector strategies and a career pathways system that will integrate education and training, and move skilled job seekers into growth industries.
- To fully engage employers in the workforce development system to address the talent shortage.

The Hawaii Unified State Plan includes a number of strategies under each goal. It is up to the discretion of the local board to determine what strategies best fit their local needs. (pgs. 77-79)

DEFICIENT

REQUESTED REVISION #1:

- The plan lacks adequate details on how the vision and goals will be implemented. The plan implies that all vulnerable populations with barriers to employment receive priority of service. This is incorrect for USDOL funded programs. For all DOL funded programs, priority of service specifically refers to veterans and eligible spouses- and only this group. They have priority for all Wagner-Peyser and WIA training programs funded by the DOL. Veterans will be served before non-veterans and if capacity is limited, veterans qualified for programs will be served instead of non-veterans. The language should be revised.
- The local plan fails to include Adult Education.

REQUESTED REVISION #2:

- Priority for veterans and eligible spouses who meet the eligibility criteria for individual programs. Veteran priority is not an absolute.
- Still needs work, for example, "will align their efforts" is an outcome, not a description of how the alignment will be accomplished.
- Goal "b" of the Unified Plan reads: To prioritize services to vulnerable populations with barriers to employment as described under WIOA, including homeless individuals and Native Hawaiians, which are currently of critical concern to the State.
- Accordingly, stating that priority of service will be first offered to veterans and eligible spouses is confusing/misleading. Under WIOA, individuals with disabilities like Veterans and eligible spouses cannot be assumed that one or the other has "priority first."
- The plan lacks adequate details on how the vision and goals will be implemented. The plan implies that all vulnerable populations with barriers to employment receive priority of service. This is incorrect for USDOL funded programs. For all DOL funded programs, priority of service specifically refers to veterans and eligible spouses- and only this group. They have priority for all Wagner-Peyser and WIA training programs funded by the DOL. Veterans will be served before non-veterans and if capacity is limited, veterans qualified for programs will be served instead of non-veterans. The language should be revised.
- WIOA Bulletin 14-16 says that the Workforce Investment Act required that if funds allocated to a Local Area for adult employment and training activities were limited, priority of service was to be provided to recipients of public assistance and other low-income individuals for intensive services and training services.

The WIOA made several changes to the priority of service requirement by adding individuals who are basic skills deficient as a priority population, changing intensive services to career individualized services, and removing the provision stating priority of service is only applied if funding is limited.

See page 16 of the attachment to this bulletin which acknowledges that veterans and eligible spouses continue to receive priority of service among all eligible individuals; however, they must meet the WIOA adult program eligibility criteria and meet the criteria under WIOA Section 134(c)(3)(E) [also 20 CFR §§680.600, 680.640, 680.650 and TEGL 3-15]. As described in

TEGL 10-09, when programs are statutorily required to provide priority, such as the WIOA Adult Program, then priority must be in the order given on this page.

- The local plan fails to include Adult Education.

Via the HCWDB's Career & Business Committee, quantify and prioritize industry needs and skills gaps. As principal conveners, HCWDB will gather employer/industry input via focus groups, informational forums, and questionnaires, etc. The Big Island Workplace Connection will serve as the implementation arm of broader workplace and workforce priorities set forth by our WDB.

The HCWDB's vision and goals contribute to each of the Unified State Plan Goals in the following ways:

- a. The HCWDB has been and will coordinate and align services by providing businesses and job seekers a high quality one-stop center that connects them with a full range of workforce services. As will all WIOA training programs, priority of service will be offered to veterans and eligible spouses. Aligning the Local Area Plan and the State Unified Plan goals by having the One-Stop partners coordinate their services will ensure that seamless service will be provided.
- b. Once the veterans have been offered services, then HCWDB will prioritize services to vulnerable populations with barriers to employment as described under WIOA, including homeless individuals and Native Hawaiians, which are currently of critical concern to the state. Meetings are held with core partners and Alu Like and Office of Housing, as well as all the additional one-stop providers on a monthly basis to discuss successes, challenges and solutions to achieving coordinated, aligned services to address these employment barriers. Through a competitive process, a one-stop operator will be selected who will coordinate services amongst the partners. The HCWDB is completely in agreement and understands the importance of prioritizing services first to veterans and eligible spouses and then to unemployed workers, youth with disabilities, homeless individuals and native Hawaiians, creating greater access to WIOA services. HCWDB will align their efforts with The Unified State Plan by having each core partner will develop and implement policies and procedures that will ensure that vulnerable populations with barriers to employment that are described in the Unified State Plan receive priority for services. HCWDB and core partners will engage employers to improve the labor market and skills outcomes for vulnerable populations, as well as increase access to employment opportunities for those populations.
- c. In order to develop sector strategies and career pathways system that will integrate education and training, and move skilled job seekers into growth industries, HCWDB developed a goal to enhance and rebrand the One-Stop Centers will provide more outreach and engagement of employers by addressing their needs. The One-Stop will have the support of the Board's Career and Business Committee which will identify and promote identify sector strategies, engage employers and assist with developing career pathways. In accordance with the State goals, the HCWDB will use economic data, industry clusters and industry resources to determine growth. Align policies and funding streams across education, workforce, and economic development systems and all levels of government to focus public resources on the training that moves workers into industries with high-quality jobs that lead to better financial outcomes and longer job tenures for workers. HCWDB and the One-Stop will work closely with the Community Colleges and Adult Education to identify education and training needs. Programs are and will be developed to meet those needs.
- d. To fully engage employers in the workforce development system to address the talent shortage the Career and Business Committee and the One-Stop will coordinate and implement effective strategies to address the engagement employers to promote our workforce development system. In alignment with the State plan, they will focus on short-and long-term goals aligned with industry needs, created with industry input and sustained through industry oversight and participation. All one-stop partners will sign an MOU which will include continuous improvement on engaging employers.

2.4 Describe how the local board's goals relate to the achievement of federal performance accountability measures to support local economic growth and economic self-sufficiency. [WIOA Sec. 108(b)(1)(E)]

DEFICIENT

REQUESTED REVISION #1:

- The local plan does not adequately address the goals and performance measures to describe support for economic growth and economic self-sufficiency and how they relate to the achievement of federal performance accountability.

REQUESTED REVISION #2:

- The local plan still does not adequately address the goals and performance measures to describe support for economic growth and economic self-sufficiency and how they relate to the achievement of federal performance accountability.
- For each of the goals, describe how they relate to the achievement of the federal performance measures. "Taking great strides," is not a description that helps the reader understand how the goals support the achievement of the performance measures.
- The local plan does not address how they will assist in achieving increasing the percentage of program participants during the 2nd and 4th quarter after exit and the effectiveness in serving employers.

All of the HCWDB goals strive to excel in the negotiated federal performance measures. They are all taking great strides to prepare, educate and provide skilled workforce, including the youth in our community and those with employment barriers. By enhancing our One-Stop will better assist our program participants with obtaining unsubsidized employment and increase their earnings. We will have a certified One-Stop which will need to show continuous improvement. All the partners will work together to avoid duplication of which will allow them to become specialists in each of their specific areas and focus their efforts on better servicing the customer. It will also lead to more participants having the opportunity to obtain a recognized postsecondary credential or a secondary school diploma or its recognized equivalent. Also, will increase opportunity to those in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains. All of which will increase the ability to provide an enhanced and skilled workforce. This is extremely necessary due to the fact that Hawai'i cost of living rate is so high. A major part of the goal is to increase services for employers.

Section 3: Local Area Partnerships and Investment Strategies

3.1 Taking into account the analysis in Section 1, describe the local board's strategy to work with the organizations that carry out core programs to align resources in the local area, in support of the vision and goals described in Question 2.1. [WIOA Sec. 108(b)(1)(F)]

DEFICIENT

REQUESTED REVISION #1:

- The local plan did not describe the board's strategy, it describes the current state, but not the strategy for the future.
- Lacks description of UI involvement/collaboration in strategy to align resources in One-Stop to provide access to all customers.
- The local plan did not include Adult Education.

REQUESTED REVISION #2:

- The answer went off-subject. This question is about the board's strategy to work with the organizations that carry out core programs to align resources in the local area, in support of the vision and goals described in Question 2.1.
- Review the analyses provided in Section 1. Based on the analyses, how is the local board working with partner agencies to achieve goals. It would be beneficial to name the agencies and state how the local board is working with them.

Representatives from WIOA core programs serve as members of the HCWDB board. Additionally, area directors and managers of the same program partners work with other workforce stakeholders through the Big Island Work Place Connection (BIWC). Local Board representation allows for formal input on the direction of the workforce activities, service integration, and implementation of area wide workforce development initiatives.

The One Stop is located in Hilo, HI and provides access to a multitude of agencies, programs, and services. A secondary service site is located in Kailua-Kona, HI. The entities and programs partnering at the One Stop are Workforce Development Division, Wagner Peyser, Veterans, Department of Human Services (DHS), Hawai'i County Office of Housing and Community Development (OHCD), Alu Like, Maui Economic Opportunity, Inc. (MEO), Department of Vocational Rehab (DVR), Senior Training & Employment Program (STEP), Hawaii Community College, Unemployment Insurance, Hawai'i County Economic Opportunity Council (HCEOC), Adult Education and the Department of Human Services (DHS).

The objective of the Unemployment Insurance Program is to provide temporary assistance until those unemployed or underemployed can secure other employment. All the partners share the same goal of re-employment and should work together to collaborate and provide the best assistance to the job seeker in obtaining the desired employment. UI is an integral part of this as the program is a resource of reaching large populations of those unemployed and in the need of re-employment services. The program requires that job seekers address and resolve barriers to re-employment, seek services from our partners to aide them in obtaining employment.

One Stop partners execute a Memorandum of Understanding (MOU) encapsulating the rules, areas of service and goals of the One Stop center on the Big Island. While expedited by HCWDB, core programs and partners, via BIWC provide input into its development to ensure positive understanding and pro-active execution.

The workforce system is a multitude of private and public agencies, programs, and services. To enlighten stakeholders and other community partners, BIWC networks with other community groups to provide

awareness of the WIOA program and build strategies and tools to share information related to agency functions, programs, and services and in turn, meet the needs of the One Stop customers in the most comprehensive manner possible.

Actions our local area will focus on is:

1. Enhance and rebrand the One-Stop Centers
 - o Provide outreach and engagement of employers, addressing their needs
 - o Establish and maintain high visibility through a coordinated marketing campaign
 - o Coordinate and align seamless service delivery system
 - o Focus on quality of service and enrich a customer centered design
 - o 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)
 - o Establishing a support system for all of our emerging industries
 - o Establishing a support system for employers and industries at-risk in our local economy
 - o 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
 - o 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
 - o Enhance outreach programs
 - o Research and identify enabling technology
4. Pilot youth programs and coordinate a youth development system
 - o Coordinate existing community structures and resources that enhance and support opportunities for your development
 - o Promote leadership development via exposure to positive role models and mentors
 - o Promote youth development programs and activities that ensure that youth thrive and become empowered
5. Become more data driven
 - o Provides accountability
 - o Denotes anticipated results
 - o Sets expectations
 - o Provides guidance that allows the program to be success oriented
 - o Identify industry clusters and industry resources
 - o Use data to identify workforce necessities
 - o Identify employer needs to guide the effective use of resources
 - o Assist with identifying career pathways and labor markets
6. Strengthen Partnerships/Efficiency focused
 - o Draws resources and momentum from multiple sources to provide collaborative talent development system that engages employers and job seekers at the local level.
 - o Add additional resources to the One-Stop so that additional resources may be accessed at the same visit
 - o Multiple access to the same services/training/assistance.
 - o Collaboration for a positive relationship with all workforce stakeholders.
 - o Connect Youth to the workforce system.

3.2 Identify the programs/partners that are included in the local workforce development system. Include, at a minimum, organizations that provide services for Adult Education and Literacy, Wagner-Peyser, Vocational Rehabilitation, Temporary Assistance for Needy Families, Supplemental Nutritional Assistance Program, and programs of study authorized under the Carl D. Perkins Career and Technical Education Act of 2006. [WIOA Sec. 108(b)(2)]

DEFICIENT

REQUESTED REVISION #1:

- A3 “veterans” partner should be clarified as Jobs for Veterans State Grant (JVSG). A4 partner MOUs. JVSG services are contained in the State Plan and are not governed by a MOU. Table 19 does not include JVSG. Paragraph 3.2 does not include JVSG.

REQUESTED REVISION #2:

- Table 19 still does not include JVSG
- STEP does not provide OJTs.

WIOA Section 121(b)(B) Programs and Activities	Agency/Organization
Programs authorized under Title I – Adult/DW	Workforce Development Division (WDD)
Programs authorized under Title I – Youth	Alu Like, Inc. / Goodwill Industries of Hawaii, Inc.
Programs authorized under Title I – Native American Programs	Alu Like, Inc.
Programs authorized under Title I – Migrant & Seasonal Farmworker Programs	Maui Economic Opportunity, Inc. (MEO)
Programs authorized under the Wagner-Peyser Act	Workforce Development Division (WDD)
Adult Education and Literacy Activities authorized under Title II	Waipahu Community School for Adults
Programs authorized under Title I of the Rehabilitation Act of 1973	Division of Vocational Rehabilitation (DVR)
Programs authorized under Title V of the Older Americans Act of 1965	County of Hawai'i Senior Training & Employment Program (STEP)
Career & technical education programs at the postsecondary level authorized under the Carl D. Perkins Career and Technical Education Act of 2006	Hawai'i Community College (HawCC)
Jobs for Veterans State Grants Chapter 41 of title 38	Hawaii Department of Labor and Industrial Relations - Workforce Development Division (WDD)
Activities authorized under Chapter 2 of Title II of the Trade Act of 1974	Hawaii Department of Labor and Industrial Relations - Workforce Development Division (WDD)

Employment and training activities carried out under the Community Services Block Grant Act	Hawai'i County Economic Opportunity Council (HCEOC)
Employment and training activities carried out by the Department of Housing and Urban Development	County of Hawai'i Office of Housing and Community Development (OHCD)
Programs authorized under State unemployment compensation laws	Unemployment Insurance (UI)
Programs authorized under Section 212 of the Second Chance Act of 2007	Unable to locate and identify Programs authorized under the Second Chance Act of 2007 locally
Programs authorized under Part A of Title IV of the Social Security Act - Temporary Assistance to Needy Families (TANF)	Department of Human Services

Table 19. One-Stop Services

These tables identify many of the services offered by our WIOA Mandated One-Stop Partners.

	Alu Like	DH S	DV R	HawC C	HCEO C	ME O	OHC D Sec 8	STE P	UI	WCS A	WDD
Basic Career Services											
Outreach	X	X	X	X	X	X	X	X	X	X	X
Intake	X	X	X	X	X	X	X	X	X	X	X
Orientation to services	X	X	X	X	X	X	X	X	X	X	X
Initial assessment of skill levels	X		X	X	X	X		X		X	X
Eligibility certification	X		X	X	X		X	X	X		X
Job search & placement assistance	X		X	X	X	X		X			X
Career counseling	X		X	X	X	X		X			X
Provision of labor market information	X			X	X	X					X
Information regarding filing UI claims	X	X		X	X		X		X		X
Assist in establishing eligibility for Welfare-to-Work	X	X		X							X
Assist in establishing eligibility for financial	X		X	X	X						X

assistance for training												
Provide information relating to supportive service	X	X	X	X	X	X	X	X				X
Provide performance and cost information relating to training providers & services	X	X	X	X	X	X	X	X	X			X

	Alu Like	DHS	DVR	HawC C	HCEOC	ME O	OHCD Sec 8	STEP	UI	WCSA	WDD
Individual/Follow up Services											
Comprehensive & specialized testing & assessment	X		X	X	X					X	X
Development of an individual employment plan	X		X	X	X	X		X			X
Group counseling	X			X	X						X
Individual counseling & career planning	X		X	X	X	X		X		X	X
Case management for seeking training services	X		X		X	X		X			X
Short term pre-vocational services	X		X	X	X					X	X
Work experience in the private or public sector	X		X	X	X		X	X			X
Tryout employment	X		X		X						X
Follow up services	X		X			X	X	X			X

	Alu Like	DHS	DVR	HawC C	HCEOC	ME O	OHCD Sec 8	STE P	UI	WCSA	WDD
Training Services											
Occupational skill training	X	X	X	X	X	X		X		X	X
On-the-job training	X		X		X	X		X			X
Programs that combine training w/related instruction; cooperative	X	X	X	X	X			X		X	X

education programs											
Training programs operated by the private sector	X		X			X					X
Skill upgrading & retaining	X	X	X	X	X	X		X		X	X
Entrepreneurial & small business development technical assistance & training	X		X	X	X	X		X			X
Job readiness training	X	X	X	X	X	X		X		X	X

	Alu Like	DHS	DVR	HawC C	HCEOC	ME O	OHCD Sec 8	STE P	UI	WCSA	WDD
Activities for Youth											
Improving educational & skill competencies	X		X	X	X						X
Adult mentoring				X	X						X
Training opportunities	X		X	X	X	X					X
Supportive services	X		X	X	X	X					X
Incentive programs for recognition & achievement	X			X							X
Opportunities for leadership, development, decision-making, citizenship & community service	X			X	X						X
Preparation for post-secondary education, academic & occupational learning, unsubsidized employment opportunities	X			X	X						X
Tutoring, study skills training and other drop-out	X			X	X						X

prevention strategies											
Alternative secondary school services	X			X	X					X	X
Drop-out prevention activities	X			X	X	X					X
Summer employment opportunities that are directly linked to academic and occupational learning	X				X	X				X	X
Paid & unpaid work experience, including internships & job shadowing	X		X	X	X					X	X
Occupational skill training	X		X	X	X						X
Leadership development opportunities	X				X						X
Follow up services	X		X								X
Comprehensive guidance and counseling, which may include drug & alcohol abuse counseling & referral	X		X								X
Information & referral	X	X	X	X	X	X	X	X	X	X	X

	Alu Like	DHS	DVR	HawC C	HCEOC	ME O	OHCD Sec 8	STE P	UI	WCS A	WDD
Other activities											
Job development & employment outreach	X		X	X	X	X	X				X
Supportive services	X		X	X	X	X	X	X			X

3.3 Describe efforts to work with partners identified in 3.2 to support alignment of service provision to contribute to the achievement of the Unified State Plan's goals and strategies. [WIOA Sec. 108(b)(2)]

DEFICIENT

REQUESTED REVISION #1:

- There is no discussion of alignment of services and achievement of the Unified State Plan's goals and strategies.

REQUESTED REVISION #2:

- The response does not answer the question. Focus on the subject(s) of the question.
- Again, clarifying the statement, "prioritizing services to veterans and eligible spouses and then prioritizing services to unemployed workers, youth with disabilities, homeless individuals and Native Hawaiians is needed. What does prioritizing services mean – go first in line? The intent of WIOA is not to designate a specific population to go first in line.

HCWDB's One-Stop partners have been and will continue to meet monthly to jointly address the numerous services needed, as well as, align and coordinate services being provided to the community. In addition the One-Stop will continue to:

- Enhance a united delivery system among partners, focusing on services rather than programs
- Continuous improvement of a seamless delivery system
- Have all partners use a common referral process
- The One-Stop Operator will hold monthly meetings so all One-Stop Partners may convene
- Staff Trainings will be provided as needed to enhance performance
- Efforts to show continuous improvement and demonstrate innovative solutions, Hawaii County has funded an online platform to match those with employment barriers with services (<http://resourcesmatch.org>). One-Stop partners are being trained, individual participant access has been launched as well as marketing efforts are being made on this pilot program.

In alignment with the Unified State Plan the One-Stop partners plan to provide seamless service delivery to employers and participants. They will follow the guidelines of the state plan and they will support the State's goals that:

- Services are delivered "seamlessly" so that participants are unaware that the services provided at the One-Stop are being delivered by multiple agencies and through multiple funding streams. One-Stop partners plan to work on enhancing coordinated and aligned services by working on joint goals together, encouraging co-location of core and mandatory partners, using the MIS systems, and reviewing progress quarterly.
- Comprehensive One-Stop Centers will provide the full range of services available through designated One-Stop partner programs, prioritizing services to veterans and eligible spouses and then prioritizing services to unemployed workers, youth with disabilities, homeless individuals and Native Hawaiians.
- Comprehensive One-Stop Centers will serve as a primary location for employers and job seekers where they receive service provided in a seamless, integrated and efficient manner.
- One Stop Centers are capable of connecting job seekers to the services they need to address their skills gaps: All work-related programs and services are either offered on-site or services are easily accessible through the One-Stop Centers.
- The partners will work to develop sector strategies and a career pathway system that integrates education and training, and moves skilled job seekers into growth industries. Enhance a high employment rate with living wage jobs with education and training.
- The One-Stop Partners will encourage local employers and employer organizations to be active partners in the improvement of the local One-Stops.
- The One-Stop Centers, as required, will move to a fully integrated plat-form and encouraged to leverage additional local resources as well. This includes exploring centralizing services through single locations so overhead costs are reduced. It will also include moving the provision of services through

local centers toward functional integration, wherein customers from multiple programs are served together in common and fundamental processes such as workshops, assessment and career planning, job search/development and case management activities, allowing WIOA Title IB programs to be just one of several sources supporting these critical activities.

3.4 Describe the local board's plans and strategies for, and assurances concerning, maximizing coordination of services provided by the State employment service under the Wagner-Peyser Act and services provided in the local area through the one-stop delivery system to improve services and avoid duplication of services. [WIOA Sec. 108(b)(12)]

DEFICIENT

REQUESTED REVISION #1:

- The response just affirms that there will be no duplication of services and does not say how that will be done. How will coordination of services be accomplished in the delivery system?

REQUESTED REVISION #2:

- It is not sufficient to say that the coordination of services is in the MOU. It must also be in the local plan.
- Another section of the plan refers to a service delivery system focusing on services rather than programs, yet this section says that Wagner Peyser will deliver basic career services. Don't other programs deliver career services too?
- This question asks for the strategies for coordination of services and to avoid duplication of services. There doesn't seem to be any strategy described in this section.
- Describe the local board's plans to co-locate the Wagner-Peyser program within the AJC.

The Wagner-Peyser (WP) Program, a principal deliverer of Basic Career Services, will be central in serving as a triage for Hawaii County America's Job Center (AJC). Its premier labor exchange component will initially determine the level and type of employment services needed. All Core Partners, as well as other partners in the Big Island Workplace Connection will coordinate its resources to avoid duplication and, at the same time, ensure seamless transitions of service.

Workforce Development Division is contracted by Unemployment Insurance to deliver the Reemployment Services and Eligibility Assessment (RESEA) Program that targets Unemployment Insurance Claimants through a series of assessments and workshops to reduce their length on Unemployment Insurance. This RESEA Program will also serve as a key feeder to our WIOA Partners in our America's Job Center System.

All services and transactions are recording in Management Information System (MIS) operated at every AJC in the State of Hawaii. Through this integrated Case Management System, WP and WIOA staff will have access to prior and intended services to avoid any duplication of effort.

Efforts are being made to offer a single intake process among our core partners via the management information system.

Our MOU will reflect carefully planned and coordinated services among our one-stop partners. They will follow the MOU as a guide and together work collaboratively to enhance the quality of services provided and avoid duplication of services.

3.5 Describe how the local board will coordinate the workforce investment activities with providing Adult Education and Literacy activities (under Title II) and describe how the local board will carry out a review of local applications submitted under Title II Adult Education and Literacy, consistent with the local plan and the State's provided criteria. [WIOA Sec. 108(b)(13)]

DEFICIENT

REQUESTED REVISION #1:

- The local plan does not describe how the local board will carry out a review of local applications submitted under Title II Adult Education and Literacy, consistent with local plan and the State's provided criteria.

REQUESTED REVISION #2:

- What and how the local board will conduct the review is missing.

Waipahu Community School for Adults is a strong member of the Board. Their Adult Education and Literacy program includes a variety of courses for adult learners, with integrated programs and services in the areas of basic education, Hawaii adult community school diploma, family literacy, citizenship, workforce education and life enhancement. They are located in Hilo and Kailua-Kona. As a core partner of the One-Stop they provide guidance and support the other partners.

In re-authorizing Title II, the Adult Education & Family Literacy Act (AEFLA), the bill places emphasis on ensuring State and local providers offer basic skills, adult education, literacy activities, and English language acquisition concurrently or integrated with occupational skills training to accelerate attainment of a high school diploma or its recognized equivalent and post-secondary credentials. Making sure these skills are solidly in place for all students is a priority for Hawaii's adult education program. Furthermore, Hawaii's adult education program will utilize a statewide career pathway approach for adult learners to support transitions to post-secondary education or training and employment opportunities.

It is essential for adult educators to work closely with workforce development stakeholders in the State, including State and local workforce boards. To help in achieving a seamless statewide workforce development system, the adult education program will provide activities contextually and concurrently with workforce preparation and training activities for a specific occupation or occupational cluster for the purpose of educational and career advancement.

The local board through its One-Stop Centers will partner with the adult education programs to provide services to meet the needs of jobseekers. The local board and the adult education program will make efforts to collaboratively identify a common intake process, utilize assessments of educational and employability skills, provide referrals, and engage in career counseling for adults seeking assistance. Furthermore, the local board will review AEFLA applications and the Hawaii Department of Education must consider the results of the Board's review in determining the extent to which the application addresses the required funding considerations in WIOA.

3.6 Describe how the local board will coordinate workforce investment activities carried out in the local area with economic development activities carried out in the State, and promote entrepreneurial skills training and microenterprise services. [WIOA Sec. 108(b)(5)]

DEFICIENT

REQUESTED REVISION #1:

- The local plan does not describe how the local board will coordinate workforce investment activities carried out in the local area with economic development activities and promote entrepreneurial skills training and microenterprise services.

REQUESTED REVISION #2:

- Still does not answer question.

The Hawai'i County Business Resource Center, a program of the Hawai'i County Department of Research and Development, was launched early in spring of 2016. It is a new free County service in which enhances local economic development. The Hawai'i County Entrepreneurship Program connects participants to leaders from Hawai'i County's business community, financial institutions, government agencies, and business development organizations to provide personal guidance and valuable connections to resources that will help their new businesses thrive. Just as important, the Business Resource Center will learn from participating entrepreneurs what kinds of assistance gaps exist and how government can help bridge those gaps. By having Hawai'i County Department of Research and Development representation on the local area board will continuously assist in the coordination of economic development and entrepreneurial skills training/microenterprise services.

Their Business Resource Center provides information, support and connection to services for both existing businesses and to anyone thinking of starting a business in Hawai'i County. Two centers - located in the Department of Research and Development's Hilo and Kona offices - are open every day that county offices are open, from 8:30 a.m. until 4:00 p.m.

How to Start a Business in Hawai'i County - a new resource guide to successful business development
Starting a Nonprofit

The Business Resource Center receives many requests for information on starting a Nonprofit organization. The best source of information and guidance can be found online at The Foundation Center's GRANTSPACE page for Nonprofit Startup Resources by State. One of these resources is Harbor Compliance's "How to Start a Nonprofit in Hawaii."

3.7 Describe how the local board will coordinate education and workforce investment activities with relevant secondary and postsecondary education programs and activities to coordinate strategies, enhance services, and avoid duplication of services. [WIOA Sec. 108(b)(10)]

DEFICIENT

REQUESTED REVISION #1:

- Some of the activities in the response seem to be informal and does not show that the local board will coordinate activities and coordinate strategies. It is not enough to state the Board members' committees and members will serve on U.H. workforce summits.

REQUESTED REVISION #2:

- The revised response did not add any substance.
- To achieve optimal coordination with the education programs and activities, education partners should be involved at the AJC level and not just participating on committees or summits.

Education partners will be included in the Hawai'i County Workforce Development Board's various committees to give input on how the Department of Education and University of Hawaii can coordinate their strategies and tactics which are congruent with the local board's strategies. Having the education partners on the committees will provide better communication to avoid duplication of services.

Any workforce initiatives with the University of Hawaii such as Workforce Summits will include members of the Hawai'i County Workforce Development Board in the planning process. Together the alignment will be enhanced.

In alignment with the State Unified Plan, DVR is collaborating with Adult Education and Literacy from the Department of Education, the Workforce Development from the University of Hawaii Community Colleges and the Workforce Development Division from the Department of Labor to improve access to postsecondary credentials for individuals with disabilities. Workforce Development will identify employer needs in our county. VR will meet with those employers to ascertain the work skills and training needed to qualify for employment with the companies; not limited to "entry level positions." If postsecondary training is available, VR will provide financial and case management support. If customized postsecondary training is needed, VR will work with Adult Education to develop postsecondary training.

3.8 Describe how the local board will coordinate workforce investment activities with the provision of transportation, including public transportation and other appropriate supportive services in the local area. [WIOA Sec. 108(b)(11)]

DEFICIENT

REQUESTED REVISION #1:

- The response describes some transportation that is available, but does not include a discussion on how the Board will coordinate activities with these supportive services.

REQUESTED REVISION #2:

- Please take the time to rewrite the section so that it provides a direct answer to the question.
- Coordination of transportation and other supportive services is needed among AJC partners. Provide a plan to develop criteria and processes for provision of supportive services within the AJC.

With so many rural locations in Hawai'i County, transportation had been a large hurdle to address. The County of Hawai'i Mass Transit Agency Hele-On provides island-wide commuter and limited fixed-route service to the Big Island of Hawai'i. Hele-On offers fixed-route transit service in the Hilo and Kona areas Monday through Saturday and limited commuter services to the South Kohala Resort (SKR) areas seven days a week. All Hele-On buses are ADA accessible. All bus operators will make ADA call outs to assist in identifying locations along the route.

Program providers provide maps and schedules of bus routes to all individuals in need.

The County of Hawai'i's Mass Transit Agency also offers a shared ride taxi program within the urbanized Hilo area with discount ticket books available for sale at the Mass Transit Agency and the Mo'oheau Bus Terminal. On a case-by-case situations, taxi coupons are and will be provided through supportive services offered in the Youth, Adult and Dislocated Worker programs via their case managers.

The Hawai'i County Mass Transit Authority (MTA) offers *Hele-On Kako'o* paratransit service to complement its current intra-Hilo and intra-Kona fixed route bus system. It is an advanced reservation, origin-to-destination service for persons with disabilities who are unable to use the regular fixed Hele-On bus service within the Hilo and Kona areas.

Technology can offer great assistance and new alternatives need to researched.

3.9 Based on the analysis described in Section 1.1-1.3, identify the populations that the local area plans to focus its efforts and resources on, also known as targeted populations.

DEFICIENT

REQUESTED REVISION #1:

- Lacks specifics regarding how targeted populations be identified, numbers involved in Hawaii County, how priority of services will be determined and effectiveness of on-going services to targeted population.
- The plan lacks “veterans” as one of the populations for priority of individuals with barriers to employment. Veterans are the priority population for all DOL funded Wagner-Peyser and WIA training programs. This includes veterans with and without barriers to employment.

REQUESTED REVISION #2:

- Please take the time to correct the grammatical errors and rewrite this section to be cohesive and understandable.
- 1.3 shows the analysis of the local workforce in Hawaii County. The analysis showed that:
 - Hawaii County had the highest percentage of 64.27% of persons with disabilities not in the labor force statewide.
 - Hawaii County had the second largest civilian veteran population. Overall veterans have a higher percentage of college attendance. 39% of veterans have some college education or associates degrees which is higher than that of the State at 32%.
- Based on the aforementioned, I don’t understand how “HCWDB will give priority of service to veterans.” An explanation of why Veterans first, would help clarify this statement, especially since under TEGL 10-09, Veterans and eligible spouses are “3rd Priority.”

HCWDB will give priority of service to veterans. Veterans are the priority population for all DOL funded Wagner-Peyser and WIOA training programs. This includes veterans with and without barriers to employment. Next individuals with barriers to employment, including individuals with disabilities; displaced homemakers; low-income individuals; Indians, Alaska Natives, and; older individuals; ex-offenders; homeless individuals; youth in foster care; English language learners; low-literate individuals; individuals with cultural barriers; farmworkers; individuals within two years of exhausting TANF benefits; single parents; long-term unemployed; veterans, as well as, Native Hawaiians and the homeless who will be considered our targeted populations which are currently an acute concern in our state and county.

Priority of service status is established at the time of eligibility determination and does not change during the period of participation. Adult Priority of Service is given to Veterans and eligible spouses. Beyond Veteran priority, Adult program priority will be given for: Recipients of public assistance and other low-income individuals; and individuals who are basic skills deficient. At this time there are 71 veterans registered in HireNet. The HCWDB is looking to more effective ways to increase resources.

We follow the WIOA Bulletin 14-16 procedures and is included in the Adult and Dislocated Worker Programs along with the One Stop Operator requirements. Priorities are listed as follows:

Veterans and eligible spouses continue to receive priority of service among all eligible individuals; however, they must meet the WIOA adult program eligibility criteria and meet the criteria under WIDA Section 1 34(c)(3)(E) [also 20 CFR § 680.600, 680.640, 680.650 and TEGL 3-15]. As described in TEGL 10-09, when programs are statutorily required to provide priority, such as the WIOA Adult Program, then priority must be in the following order:

- 1st Priority - Covered persons (veterans and eligible spouses) who are:
 - low income [as defined by WIOA Sec. 3(36)], or
 - recipients of public assistance, or

- who are basic skills deficient.
- 2nd Priority - Individuals (non-covered persons) who are:
 - low income [as defined by WIOA Sec. 3(36)], or
 - recipients of public assistance, or
 - who are basic skills deficient.
- 3rd Priority - Veterans and eligible spouses who are:
 - not low income, and
 - not recipients of public assistance, and
 - not basic skills deficient.
- 4th Priority - Individuals (non-covered persons) who do not meet the above priorities may be enrolled on a case by case basis with documented managerial approval.

3.10 Based on the analysis described in Section 1, identify one to three industries where a sector partnership(s) is currently being convened in the local area or there will be an attempt to convene a sector partnership and the timeframe.

DEFICIENT

REQUESTED REVISION #1:

- Sector partnerships are not identified in the response and there is no timeframe.

REQUESTED REVISION #2:

- Please clarify this section. Is the agriproducts in agriculture the initial sector, or was the tourism/hospitality? A rewrite of this section seems advisable. Are these separate efforts or part of a cohesive strategy of the board?

The HCWDB is currently convening with the Tourism/Hospitality sector. It has been identified that there are hundreds of job vacancies in the hotels and resorts on the west side of our island in which they are having difficulty filling. Many feel that they have depleted their local job applicant resources. The Board is taking steps to assist. Our One-Stop have decided to double the size and relocate their East Hawaii job fair in order to accommodate west-side employers. Discussions have be started with Hawai'i Mass Transit Agency to look into transportation and commuting solutions. Collaborative discussions and meetings have been convened with University of Hawai'i at Hilo and the hotel industry regarding a possible student exchange program.

HCWDB was one of the Hawaii Island's representatives at Hawaii's first Sectors Summit where leaders from across Hawaii to came together to develop shared strategies for deepening partnerships with business and industry and aligning workforce development and economic development efforts around the needs of our economy. Each county is working in groups to take stock of existing efforts, target driving industry sectors and develop a coordinated and shared strategy for coordinated industry engagement. The sector to initially work with is Agriproducts in Agriculture, which includes growers/producers, and plant/animals from land and coastal areas.

After attending the Summit the next steps are as follows:

- Training Webinar for big, broad support partner audience: Sector 101 -- what, why, how, expectations (target week of Feb 27 or week of March 6, 2017)
- Participate in a "core planning team" call after the Arizona Academy (target Feb 15, 2017)
- Target Partnership Launch around March 15, 2017

The goal of workforce training efforts through sector partnerships are to have in the State of Hawaii 50-150+ people complete some form of training by September 2017 to meet the need as specified by industry. The training should be in the field in which the person is employed or planning to enter that field. Of those who take the training, the goal is to have at least 80% complete the training.

3.11 Based on the analysis described in Section 1, describe the local investment strategy toward targeted sectors strategies identified in 3.10 and targeted populations identified in 3.9.

DEFICIENT

REQUESTED REVISION #1:

- The response is not a local investment strategy toward targeted sectors previously identified.

REQUESTED REVISION #2:

- The question refers to the local investment strategy to target sectors and target populations.

The local investment strategy toward targeted sectors and targeted populations is to work with the Board's standing committees:

- The Program Oversight Committee will provide information for planning, operational oversight and other issues relating to program delivery systems and strategize towards targeted populations as well as make recommendations to the HCWDB and/or Executive Committee.
- The Youth Committee will provide information to and assist the vendor(s) with planning, operational oversight and other issues relating to the provision of services to youth.
- The Strategic Planning Committee develops the Local Area Plan, as well as, possible additional regional plans. This committee will also identify emerging trends, systems and promising practices for potential incorporation and updated versions of the strategic plans.
- The Career & Business Committee will develop a system of education, training and supportive services based on the workforce needs of an industry and local employers.

All of the standing committees will report back to the board both their recommendations and findings. One-stop partners will address these targeted populations by offering more effective and streamlined services to enhance the participants' experience.

The local investment strategy toward the targeted populations in the hospitality industry are being addressed by all our One-Stop Partners. The week before the East Hawai'i Job Fair the partners are coming together and offering a Job Readiness Session. There they will support the targeted populations with resume writing, application assistance, interviewing skills, and dress for success information to prepare them for success. This will be very beneficial to both the job seekers and the employers. Hawai'i County Mass Transit Agency will have a informational booth at the job fair along with other resource tables to assist those in need.

3.12 Identify and describe the strategies and services that will be used to:

- a. Facilitate engagement of employers, including small employers and employers in in-demand industry sectors and occupations, in workforce development programs in addition to targeted sector strategies;
- b. Support a local workforce development system described in 3.2 that meets the needs of businesses;
- c. Better coordinate workforce development programs with economic development partners and programs;
- d. Strengthen linkages between the one-stop delivery system and unemployment insurance programs.

This may include the implementation of incumbent worker training programs, on-the-job training programs, work-based learning programs, apprenticeship models, customized training programs, or utilization of effective business intermediaries and other business services and strategies that support the local board's strategy in 3.1. [WIOA Sec. 108(b)(4)(A&B)]

DEFICIENT

REQUESTED REVISION #1:

- Lacks specific regarding strategies to target business needs, coordinate programs with community partners, create necessary linkages and expand/strengthen current linkages.

REQUESTED REVISION #2:

- Should the ITA paragraph be in 4.6?
- The revisions did not answer the question.

- a. HCWDB will facilitate engagement of employers, including small employers and employers in in-demand industry sectors and occupations, in workforce development programs in addition to targeted sector strategies with its network of employer advisory groups. It will convene industry focus groups to dissect the multitude of work place and workforce needs for each industry. Business advisory partners will include, but not limited to: E. and W. HI Business Leadership Networks, Workforce Development Employer Committee, Kona-Kohala Chamber of Commerce, Hawaii Island Chamber of Commerce, Japanese Chamber of Commerce, Kanoehua Industrial Area Association, State Advisory Committee on Agriculture, Healthcare Workgroup, Big Island Contractors Association, etc. Specific sector strategies will be developed relative to workforce needs, skills gaps, optimizing industry pipelines from K-20, work place wellness and enhancements, safety and regulatory requirements, etc.

The East Hawaii Business Leadership Network (BLN) will continue meeting at the Workforce Development Division's Hilo Office to share best practices on hiring, promoting and accommodating individuals with disabilities. BLN members also collaborate with other organizations from across the country to present workshops on job accommodations, customized employment, and other topics.

- b. Support a local workforce development system that meets the needs of businesses with our businesses as our primary customers, demand-side approaches will dictate the level, type and duration of job training modules. Industry-recognized certificates will accompany successful completion of industry-designed modules. At its foundation will be industry's voice in the design of training curricula.

There is a current and growing framework of employer networks established in our community to address immediate as well as long-term business demands. All career and training services will be driven to address industry needs through career pathways that lead to higher education, industry recognized credentials, and better paying, more highly skilled jobs. Targeted careers include but not limited to: Science, Technology, Engineering and Math (STEM), including information technology, aerospace and astronomy, construction trades, diversified and sustainable agriculture; energy and "green" occupations across all industries; hospitality, healthcare and allied services.

- c. In order to better coordinate workforce development programs with economic development partners and programs, Hawaii County WDB will continue to work in close partnership with economic

development entities such as: Hawaii County Research & Development Department, Hawaii Island Economic Development Board, Hawaii Island Workforce & Economic Development Ohana (HIWEDO), and the Hawaii State Department of Business & Economic Development & Tourism.

Its primary purpose is to better coordinate workforce demographics and availability with prospective developers to maximize employment opportunities and economic activities in Hawaii County.

- d. HCWDB strengthen linkages between the one-stop delivery system and unemployment insurance programs by having both the WDD and UI services delivered from a central clearinghouse: 1990 Kinoole Street, the Kinoole Plaza Building.

The principal reemployment program, RESEA (previously mentioned) has a working MOU between the Department of Labor & Industrial Relations two sister Divisions. Both Divisions will continue to share facilities and complement staff efforts to reduce the length of unemployment for each U.I. Claimant.

A key strategy in optimizing the leveraging of services is Workforce Development Division's (WDD) Workforce Development Employer Committee (WDD's advisory group representing multiple industries), The Makery-Hilo (a 21st Century business incubator to support under-represented entrepreneurial aspirants), HI Technology Partnership (a coalition of education, government and business leaders in STEM. initiatives), Business Leadership Networks – East and West Hawaii Chapters. On-going coordination and engagement with these industry leaders will be the operational norm to maximize resources, minimize duplication of effort, and connect Adults and Dislocated Workers to better jobs.

Key training services will include *Job Driven Modules* where basic academic skills are coupled with paid or unpaid work experiences. Customized Employment designed to accommodate persons with disabilities, will enable more persons with disability to enter the workforce and generate self-sustaining wages. Customized training designed to specifically meet the immediate needs of industry, will secure an employer's commitment to hire after placement. Incumbent worker training will enable participants to increase skills and raise capacity of the employer's workforce. Apprenticeship training models allows for specifically designed to meet the universal needs of industry workers and upon completion, participating employers have a commitment to hiring trainees. All services and activities will be driven by the network of employer partnerships and industry needs.

HCWDB's "Job Driven for Success" Model espouses work-based, contextualized modules that provide invaluable, hands on experience as part of our participant's career pathway. Key work-based modules include: on-the-job training modules in the private sector; paid and unpaid work experience in the public and private sectors; apprenticeship opportunities that go well beyond apprenticeship tracks in traditional trade occupations, and customized training programs utilizing the invaluable resources of worksites, supervisors and industry supervisors converted to customized training instructors.

Incumbent Worker Opportunities will be made available based on: 1) needs of an emerging industry; and 2) the compatibility of the incumbent worker.

Employer Engagement Strategies

- a. HCWDB will convene meetings with business organizations, community leaders and policy-makers to provide labor demographics, benefits and initiatives targeted to strengthen workplaces; educate business owners with latest Labor Laws, Americans with Disabilities Act Amendments, etc.
- b. Implement employer informational forums to share WIOA Programs and Services by Core Partners; plan in partnership with workforce-driven consortia including, but not limited to: Big Island Workplace Connection, Workforce Solutions, Business Leadership Network, and Going Home Hawaii.
- c. Convene Think Tanks between Economic Development and Workforce Development Entities to better align proposed economic activities with anticipated workforce needs; formalize a partnership that can present a comprehensive and unified plan to address: workforce availability and screening, education and

training capacity, Empowerment and Enterprise Zones, permitting and zoning processes, available tax credits for hiring particular target groups, coordinated marketing approaches to prospective businesses.

- d. A Business Services Committee, under the direction of the Hawaii County Workforce Development Board, will specifically target emerging sectors throughout Hawaii Island and ascertain sector needs relative to work skills and skills gaps of our workforce.
- e. As mentioned in Section 3.4, our Wagner-Peyser's RESEA Program will ensure that a nexus between the unemployment insurance claimant and our AJC system is clearly delineated.

The HCWDB objective of the Individual Training Accounts (ITA)/Eligible Training Provider (ETA) system is to encourage a market-like environment for adult, dislocated worker, and youth training. ITAs are used to fund training in occupations that will produce the potential of higher earnings within the designated area's driver industries/demand occupations.

ETP training programs are approved based on their focus of industry/in-demand occupations. The screening process was used to identify the driver industries and demand occupations that are most in need to the local workforce and regional economy. HCWDB plans to continue this approach, targeting the region's driver industries:

- o Agriculture
- o Construction
- o Health Care
- o Hospitality
- o Technology

3.13 Does the local board currently leverage or have oversight of funding outside of WIOA Title I funding or county general funds to support the local workforce development system? Briefly describe the funding and how it will impact the local system. If the local board does not currently have oversight of additional funding, does it have future plans to pursue them?

DEFICIENT

REQUESTED REVISION #1:

- The local plan does not describe the "other" funds and how they are used to support the local workforce development system.

REQUESTED REVISION #2:

- This is the appropriate place to include the funds that Hawaii County provides to support the workforce system (i.e. staff costs, etc.).
- What type of "additional funding" and for what purpose? Need more information.

The HCWDB coordinates Pell Grant and other financial aid resources for training and education through regular One-Stop meetings, education of direct line staff and proper referrals. Coordination with partner agencies is encouraged, with the permission of the participants.

HCWDB will continue to seek other additional funding.

Section 4: Program Design and Evaluation

4.1 Describe how the local board, working with the entities carrying out core programs, will coordinate activities and resources to provide high quality; customer-centered services and expand access to employment, training, education, and supportive services for eligible individuals, particularly eligible individuals with barriers to employment. [WIOA Sec. 108(b)(3)]

DEFICIENT

REQUESTED REVISION #1:

- The plan does not detail how the Board will coordinate with service providers to provide services. The section on veterans is incomplete. The section on the Local Veteran Employment Representative (LVER) does not address how the LVER will reach out to employers to develop jobs for veterans that meet employer needs and provide veterans with employment. The LVER section should not include working with veteran advocacy groups. That is not a LVER function. There is no mention of how the Wagner-Peyser staff will coordinate and partner to provide services to veterans. The “Homeless” section should include a reference to referral of homeless veterans to a DOL partner- a Homeless Veteran Reintegration Program grantee to coordinated employment services.
- No discussion on customer centered services and expanding access.
- Lacks specifics on efforts to coordinate activities and resources to all targeted populations with barriers to employment, besides the Job Driven for Success Adult Program.

REQUESTED REVISION #2:

- The “Homeless” section should include a reference to referral of homeless veterans to a DOL partner- a Homeless Veteran Reintegration Program grantee to coordinated employment services.
- Although the answer included a description of their partners and their mission, it does not include how services will be coordinated with each partner.
- How will coordination of these programs be achieved? A common intake process is not a viable simple solution.

<p>Individuals with Barriers to Employment</p>	<p>In the fiscal year, 2017, HCWDB will use the common intake and assessment process that the Workforce Development Council facilitates. The one-stop partners will coordinate activities and resources to all target population with barriers to employment. For the most part, all individuals enrolled in our Job Driven for Success Adult Program will have one or a combination of barriers to employment.</p>
<p>Native Hawaiian</p>	<p>Alu Like’s Mission: To kōkua Native Hawaiians who are committed to achieving their potential for them-selves, their families and communities. <i>Comprehensive Services For Adults are those which are necessary to enter, re-enter or retain unsubsidized employment leading to self-sufficiency:</i> Career Services, Follow-up Services and Training Services Our History ALU LIKE, Inc. is a private, nonprofit community-based organization whose mission is “to kōkua Native Hawaiians who are committed to achieving their potential for themselves, their families and communities.” Our Objective The Ho`omānea `Ōiwi Department provides statewide & year</p>

round employment & training services for eligible Native Hawaiians, American Indians and Alaska Natives in order to:

- Develop more fully their academic, occupational & literacy skills.
- Facilitate their competitiveness in the work-force and equip them with entrepreneurial skills necessary for successful self-employment.
- Promote the economic and social development of their communities according to their cultural goals & values.
- Achieve personal and economic self-sufficiency.

Adult Education's Native Nation Pane`e Mua program is for native Hawaiians who do not have high school diploma, they program will pay for their educational program on the Big Island (same concept as Goodwill) Waipahu does the testing and train the teachers to teach the class and Panee Mua covers the cost.

Year Round Services for Native Hawaiian, American Indian or Alaska Native low income Youth are provided by Alu Like. The Ho`omānea `Ōiwi Department provides statewide & year round employment & training services for eligible Native Hawaiians, American Indians and Alaska Natives in order to:

- Develop more fully their academic, occupational & literacy skills.
- Facilitate their competitiveness in the work-force and equip them with entrepreneurial skills necessary for successful self-employment.
- Promote the economic and social development of their communities according to their cultural goals & values.
- Achieve personal and economic self-sufficiency.

This is done through:

- Tutoring, study skills training that lead to completing requirements for secondary school diploma or its recognized equivalent or recognized post-secondary credential.
- Paid and unpaid work experiences that have as a component academic and occupational education, i.e. summer employment and other employment opportunities available during school year; pre-apprenticeship programs; internships and job shadowing; on –the-job training; and occupational skill training that must include training programs that lead to recognized post-secondary credentials aligned with in-demand local area occupations.
- Leadership development opportunities.
- Financial literacy education.
- Entrepreneurial skills training.

Under the Job Driven for Success Adult and DW Provider Proposals, Alu Like, INC. is a key partner. Services will be coordinated and resources optimized between Workforce Development Division and Alu Like, INC.

<p>Ex-Offenders</p>	<p>Going Home Consortium is a comprehensive prison-to-community reentry initiative that provides Hawai'i Island men and women released from correctional institutions with reintegration support into community life through employment, training and appropriate supportive services. It is a community-based group of non-profit service providers, government agencies, faith-based groups, businesses, volunteers and formerly incarcerated persons that collaborate to assist those in need. Hawaii Community College provides innovative educational modules and Workforce Development Division offers employment and training services in addition to a network of support from 20+ service organizations.</p> <p>Job Driven for Success touts an active engagement with the Going Home Reentry Initiative. Our Adult Service Provider heads the Employer Relations Committee and serves on the Executive Committee. Hawaii Branch Manager of WDD is currently appointed as a Commissioner on the Governor's Reentry Commission.</p>
<p>Youth</p>	<p>Our Youth Provider collaborates with resource partners and agencies for referrals, community outreach, enrollment and co-enrollment, educational development to provide services to at-risk youth. They have established relationships and continue to create opportunities that allow for exposure and support of the 14 Elements of WIOA. DOE Title I area Middle and High Schools in addition to Waipahu Community School for Adults- Hilo and Kona Campuses. Hawaii Community College and Office of Continuing Education & Training for Post-Secondary Education and Vocational training. For comprehensive guidance and counseling and fitness and health: Family Court and Office of Probation and Parole, YWCS Teen Court, Big Island Substance Abuse Center, Ke Ala Pono, Tobacco Coalition & Hawaii Police Department. For employee training programs Alu Like, Child & Family Service. Employment, Career & Leadership Development and Mentoring Programs through community businesses like Altres, Bay Clinic, County of Hawaii, Office of the Prosecuting Attorney, Local Businesses and National Park Services.</p> <p>We also have the Youth Standing Committee that meets quarterly to provide guidance and opportunities to continuing developing and building relationships with partners to support their efforts.</p> <p>WDD, Adult Service Provider, will continue to work with Goodwill Industries of Hawaii regarding our youth over 18 years of age to consider dual enrollment in WIOA Programs. Further, WDD services on HIHOPES, an advisory Board to advocate for the transitioning of foster youth when reaching the age of 18.</p>
<p>Individuals with Disabilities</p>	<p>Hawaii Department of Vocational Rehabilitation and the Workforce Development Division has implemented a 2016 Summer Youth Program. Due to its success, plans are being made to on continuing and improving it in the upcoming years.</p> <p>Job Driven for Success' Adult Program is an active member in the East and West Hawaii Workforce Solutions Consortia, providing employment and training services for individuals with mental, developmental and physical disabilities.</p>

	<p>From the employer's perspective, East and West Hawaii Business Leadership Networks have been created to work with businesses to advocate for inclusion in the workplace. These two business leadership entities will continue to coordinate specific employer workshops to strengthen workplaces and, at the same time, avoid litigation. Workshops include, but not limited to: ADA, Job Accommodation Network, 503, Reasonable Accommodation, Inclusive workplace policies, etc.</p>
<p>Veterans</p>	<ul style="list-style-type: none"> • The Local Veterans Employment Representative (LVER) will reach out to employers to develop jobs for veterans that meet employer needs and provide veterans with employment. • The Wagner-Peyser staff will coordinate and partner to provide services to veterans. • Employment assistance to Hawaii County veterans will leverage the combined resources of the American Job Center (AJC) network of U.S. DOL funded programs to include but not limited to the following: WIOA, Wagner-Peyser, Jobs for Veterans State Grant (JVSG) and partner agency programs, to assure every veteran registered with the AJC receives at least three essential services (as needed) to enhance his or her opportunity to secure a good job. The three essential services are: Priority of Service (preferred access and participation) in all Employment and Training Administration funded programs; intensive services provided by Wagner-Peyser staff to veterans with significant barriers to employment; and job placement assistance led by the efforts of the Local Veterans' Employment Representative (LVER). • Service to Hawaii County veterans begin with the proper implementation of Priority of Service at the AJC. The priority is extended to all job seekers who self-identify as a military veteran or eligible spouse. A questionnaire and/or instructions are provided to job seekers at key entry points to the AJC network to help them self-identify as veterans or eligible spouses. These entry points include the virtual one-stop self-registration point, a voicemail recording on the AJC landline, and the receptionist. • Once identified, the Wagner-Peyser staff contacts the veteran or spouse and performs an assessment to determine the need for in-depth assistance such as intensive service. This need is determined by the type of employment barrier hindering the veteran's ability to secure employment. If a barrier fits the description of one or more of the significant barriers to employment or other qualifiers as defined and described in USDOL guidance, Veterans' Program Letters 03-14, 04-14, and 08-14; the Wagner-Peyser staff will initiate and provide comprehensive services to prepare veteran and spouse to be job ready. Intensive services include but are not limited to the following: development of an Individual Employment Plan that identifies an employment goal, barriers, and plan to overcome barriers; the labor market data that confirms or denies information on available jobs, the relevant industries and

	<p>employers that meet the veteran's employment interests and goal; a cover letter and resume that appropriately targets the veteran's employment goal; and a referral to supportive services sourced by an AJC partner, if such services are needed</p> <ul style="list-style-type: none"> • In the County of Hawaii there is one JVSG funded position, a full-time Local Veterans Employment Representative (LVER) assigned to the AJC in Hilo town. The LVER is resourced to engage employers to encourage them to hire veterans and is prepared to job develop with these same employers, on behalf of the veterans and spouses receiving intensive services. The LVER and the AJC staff responsible for delivering intensive services collaborate often to coordinate the proper handover of the client from intensive services to job development services. Meeting job development activity targets and goals for each veteran is facilitated by a monthly job search workshop or job search group and informational briefings for employers; all coordinated by the LVER. Workshop or job search group invitations are extended to all veterans with a priority to veterans and spouses receiving intensive services followed by all other veterans. Location of these workshops and briefings alternate between the employer's place of business and the AJC. The goal is to have a representative from a thriving business participate in one of the monthly job search workshops. Priority of employer selection is generally with federal government contractors and any vet-friendly business. The LVER consults with the employer representative to prepare a lesson plan that provides relevant advice to the veteran and spouse on the job search preparation process for a potential job interview with the representative's company. Workshops are scheduled for two hours. Employers are allocated one hour for their presentation or activity. • The coordination of an effective service delivery strategy to veterans and spouses starts and ends with a properly trained staff functionally capable of providing relevant, tailored assistance to veterans and eligible spouses as well as elegantly promote the hiring of veterans. In consultation with the AJC manager the LVER develops the strategy for the delivery of veteran services and assumes a prominent role as the lead facilitator to train staff and provide technical assistance.
<p>Homeless</p>	<p>Through the Big Island Workplace Connection, our Board will convene strategic meetings with employment and training providers, housing experts, landlords, human service providers to ensure the full continuum of services is offered to this population.</p> <p>One-Stop Partners, Hawai'i County Economic and Opportunity council, Hawai'i County Office of Housing and Community Development, along with additional community based organizations are working together to provide the Statewide Homeless Initiative Program. The program is to assist homeless or at-risk of becoming homeless by providing financial assistance for rental move-in security deposit, utility deposit, rent and/or</p>

utility back payments.

The "Homeless" section should include a reference to referral of homeless veterans to a DOL partner- a Homeless Veteran Reintegration Program grantee to coordinated employment services.

The Homes at Ulu Wini, built by the County of Hawai'i Office of Housing and Community Development, provides 96 two-bedroom units, 24 transitional housing for homeless families, 71 affordable housing dedicated to low-income families and one unit for the resident manager. The housing facility offers on-site social services, including employment and life skills training, mental health services, counseling and childcare.

- The Office of Housing and Community Development are engaging with our Community Alliance Partners. The CAP is a consortium of private and government agencies working together to address the needs of individuals and families who are unstably housed or experiencing homelessness. The CAP can provide valuable information on understanding the characteristics of homeless jobseekers in the local community and their employment experiences, successes, and challenges is important to supporting the development of performance measures that take into account the factors that can influence employment success over time.
- The Office of Housing and Community Development is engaging conversations with the local HUD-funded employment services to understand the following:
 - Characteristics, employment needs and interests of people experiencing homelessness, and what employment services homeless jobseekers in the local community are accessing;
 - Workforce programs and support services offered through HUD-funded employment services;
 - Eligible populations for HUD-funded employment services and populations currently served;
 - Unmet needs of participants served: and
 - How WIOA services could enhance the HUD-funded employment services currently offered

4.2 Describe how the local board will facilitate the development of career pathways, consistent with the Career Pathways Definition. [WIOA Sec. 108(b)(3)]

DEFICIENT

REQUESTED REVISION #1:

- The local plan should state that it will use the definition of Career Pathways found in WIOA, not that their team will establish its own definition.
- The local plan did not include Adult Education.

REQUESTED REVISION #2:

- The requested revision was not done.
- What is the Workforce Development Career Pathway System? Is this the name of the statewide career pathway system that CPTF is developing? Need clarification.

The HCWDB has initiated career pathways discussions with Adult Education, Hawaii State Community College System and Hawaii County's One-Stop Employment & Training System also known as the Big Island Workplace Connection. Additional collaboration will take place with all three Complex Area Superintendents of the Department of Education in Hawaii County. Stronger crosswalks between and among educational institutions and training providers need to take place. Lastly, seamless systems design needs to be formalized at every level of career pathways development.

Our program provider and One-Stop offers career services to adult, dislocated workers, individuals with disabilities, veterans, young adults, native Hawaiians, Mature Workers, ex-offenders, etc. In addition offers Wagner-Peyser labor exchange and informational services.

Career Pathways will be used at all levels. Career clusters and career pathway exposure expands opportunities and career possibilities. Career pathways provides standards that meet business and industry requirements. This allows for seamless transitions from academic and technical skills to a satisfying career.

HCWDB will align their programs with the Workforce Development Career Pathway System. It will enhance partnerships and continually collaborate with WIOA core programs and American Job Center Partners, Career and Technical Education programs, Temporary Assistance for Needy Families (TANF) programs, postsecondary institutions and other partners in the community throughout the workforce.

The Workforce Development Council has appointed a Career Pathways Task Force (CPTF) of which HCWDB is a member. The CPTF is developing a statewide career pathways system that will align with the Career Technical Education and postsecondary career pathways system. Collaboration is essential.

4.3 Describe how the county board will utilize co-enrollment, as appropriate, in core programs and improve access to activities leading to a recognized postsecondary credential (including a credential that is an industry-recognized certificate or certification, portable, and stackable) to maximize efficiencies and use of resources. [WIOA Sec. 108(b)(3)]

DEFICIENT

REQUESTED REVISION #1:

- The local plan does not adequately describe the involvement of Adult Education.
- The local plan fails to explain what mechanisms will be in place to “ensure co-enrollment.”

REQUESTED REVISION #2:

- The requested revision was not done.
- To ensure co-enrollment in core programs, there needs to be full understanding of each program’s requirements and provisions. Once that is achieved, a plan can be designed for implementation at the AJC.

With clearly recognized shortages of funds relative to the populations needing to be served, HCWDB will ensure that co-enrollment of participants in all applicable programs will be optimized so industry-recognized credentials are available to those who aspire these credentials. The Big Island Workplace Connection, the implementation support arm to the WIOA Service Providers, will further facilitate its collective resources to this end.

For WIOA Titles I and III, the state workforce agency will fund outreach, employment assistance, case management, and staff supervision through state merit staff funded through Wagner Peyser labor exchange and career services; Reemployment Assistance programs; Veteran’s Employment and Training programs, including those for Disabled Veterans; Registered Apprenticeship; Agricultural Outreach; Work Opportunity Tax Credit; and Foreign Labor Wage Certification programs through formula and dedicated funds. The HCWDB will fund outreach, employer assistance, case management and staff supervision of the local area WIOA funding streams (Adult, Dislocated Worker and Youth) and other grants. All of these activities will move HCWDB toward the strategic goals. These activities will be aligned across the Core Programs (Adult, Adult Education, Department of Vocational Rehab, Dislocated Worker, Wagner Peyser and Youth) through avenues defined during the first two years of the implementation of this local plan, such as cross - training, referrals, co-enrollment into Adult Education, coordinating resources as agreed in eventual Memoranda of Understanding. Reports are to be provided to the Oversight Committee in order to address and ensure co-enrollment.

4.4 Describe county board actions to become and/or remain a high-performing board, consistent with the factors developed by the Workforce Development Council. These factors have not been determined but will include effectiveness and continuous improvement criteria for local boards to assess one-stop centers, guidance on one-stop center infrastructure funds, and roles and contributions of one-stop partners [WIOA Sec. 108(b)(18)]

DEFICIENT

REQUESTED REVISION #1:

- The local plan did not address this section.

REQUESTED REVISION #2:

- It is not enough to say that the MOU will contain the process, etc., these must also be in the local plan.

Our Board will become and/or remain a high-performing by having our one-stop delivery system certified. We will meet or exceed the standards established for effectiveness, programmatic/physical accessibility, and show continuous improvement. Our one-stop system will demonstrate by performing the following:

A. Effectiveness

Produce evaluations of effectiveness by effectively demonstrating how well the one-stop center integrates available services for participants and businesses, by meeting the workforce development needs of participants and the employment needs of local employers, operating in a cost efficient manner, coordinating services among the one-stop partner programs, and providing access to partner program services to the maximum extent practicable.

B. Programmatic and Physical Accessibility

Via evaluations, the Board will seek and address feedback from one-stop customers, which will include how well the one-stop center ensures equal opportunity for individuals with disabilities to participate in or benefit from one-stop center services. The evaluations will include criteria evaluating how well the centers and delivery systems take actions to comply with the disability-related regulations implementing WIOA sec. 188 and 29 CFR Part 38.

C. Continuous Improvement

Evaluations will be conducted of continuous improvement and will include how well the one-stop center supports the achievement of the negotiated local levels of performance for the indicators of performance for the local area that it serves. Other continuous improvement factors may include a regular process for identifying and responding to technical assistance needs, a regular system of continuing professional staff development, and having systems in place to capture and respond to specific customer feedback.

We will negotiate a Memoranda of Understanding (MOU) via a collaborative and good-faith process between the HCWDB and one-stop partners in order to achieve the level of integrated service delivery WIOA envisions. The MOU will include a budget for the infrastructure funding and explain the roles of the partners.

4.5 Describe one-stop delivery system in the local area, consistent with the One-Stop Center Definitions including:

- a. How the county board will ensure the continuous improvement of eligible providers of services through the system and ensure that such providers meet the employment needs of local employers, and workers and jobseekers. [WIOA Sec. 108(b)(6)(A)]

DEFICIENT

REQUESTED REVISION #1:

- Lacks specifics regarding description of existing services and efforts to improve services of eligible providers to enhance re-employment needs in local areas. Consider adding a veteran subcommittee to the Local Workforce Board to develop and coordinate employment services to veterans.

REQUESTED REVISION #2:

- Very general no specifics, no time periods for evaluation, review, monitoring.
- "Programmatic and physical accessibility will be monitored through evaluations and feedback from its customers. They will include questions on how well the one-stop ensures equal opportunity for individuals with disabilities to participate in or benefit from the one-stop services." This implies that it will be the participants' responsibility to evaluate the accessibility, both programmatically and physically. This is an unacceptable way to monitor accessibility. A referral process is mentioned but not described.

Hawai'i County's current One-Stop is at 1990 Kino'ole Street, Hilo Hawai'i 96720. Currently our One-Stop houses County of Hawai'i Section 8 Housing Program, State Department of Human Services, TANF work programs, Department of Labor and Industrial Relations Unemployment Insurance Office and Workforce Development Division. A referral process links the additional mandated partners to assist both employers and jobseekers throughout our community. HCWDB is competitively procuring the One-Stop Operator, Adult, and Dislocated programs. The future one-stop location will be based on the outcome of the award. Once that is in place and the cost allocation negotiations among the partners will be settled, the new one-stop will be established. The local board, as well as the partners will continuously evaluate the effectiveness of the one-stop by examining the availability of services for participants and businesses and how well it meets the workforce development needs of participants, coordinates services among the partner programs, and effectiveness of the referral system.

Programmatic and physical accessibility will be monitored through evaluations and feedback from its customers. They will include questions on how well the one-stop ensures equal opportunity for individuals with disabilities to participate in or benefit from the one-stop services.

Continuous improvement will be evaluated on how well the one-stop center supports the achievement of the negotiated local levels of performance for the indicator of performance for our local area, as well as, continuing professional staff development and response to specific customer feedback.

At this time, the one-stop partners all gather together at monthly meetings, review United States Department of Labor Training and Employment Guidance Letters and the Workforce Development Council's WIOA Bulletins, and having discussions on how to implement the requirements. They educate and share updates regarding their programs so that all the partners have an understanding of what the other partners are able to offer. They have agreed to use Resources Match as their electronic referral system they will use and have all had software training. Continuous training is available if any of the partners require additional instruction.

The HCWDB has created the following standing committees to enhance our WIOA One-Stop responsibilities:

The Program Oversight Committee ensures that the contracted vendors are meeting the expectations as

outlined in each contract's scope of services. This committee also provides information for planning, operational oversight and other issues relating to program delivery systems as well as make recommendations to the HCWDB and/or Executive Committee. These will include vendors for the following programs:

1. One-Stop Center - Monitor One-Stop Partner activities to include: review and assessment of cost sharing methods and partner referral processes and ensure One-Stop partner Memorandum of Understanding (MOU) compliance. Continuous improvement will be priority when it comes to having a high quality customer centered One-Stop.
2. Adult Program/Dislocated Worker (DW) Program - Monitor and review Adult and DW program performance, budgets and expenditures.
3. Eligible Training Providers (ETP) - Review and assess the eligibility of training vendors and offerings, monitor ETP performance, ensure Federal, State and County compliance.

YOUTH COMMITTEE: Provides information to and assist the vendor(s) with planning, operational oversight and other issues relating to the provision of services to youth. This committee will also make recommendations to the HCWDB and/or Executive Committee regarding:

1. In-School Youth Program
2. Out-of-School Youth Program
3. Youth plans and preparation
4. Youth services
5. Funding priorities
6. Youth Service Providers

Future standing committees will be considered as needed, which may include a veteran subcommittee to the Local Workforce Board to develop and coordinate employment services to veterans.

One-Stop partners have been working diligently together for many years and have effective open lines of communication. The One-Stop Operator coordinates regular structured monthly meetings for all partners to come together to report on their programs as well as to improve program services through a collaborative effort to increase employment, education, training and support services through an employer driver approach. Continuous improvement strategies will be developed through feedback received through work based learning program, recommendations from business partners and jobseekers.

An additional satellite One-Stop office is currently located at 74-5565 Luhia St., Bldg. C, Bay 4 Kailua Kona, HI 96740 to assist with providing island wide service. HCWDB will continue these efforts to promote continuous improvement and quality service delivery.

WIOA service providers are contracted to meet or exceed the primary indicators of performance. HCWDB tracks program performance on a quarterly basis and compares local follow-up information with exit data. This allows HCWDB and the program operators to predict/project performance well before the Workforce Development Council (WDC) certified results are made available. Regular follow-up assistance to exited participants can identify possible negative outcomes, allowing case managers ample opportunity to intercede before final performance results are established and reported. To ensure HCWDB staff and program operators remain focused on performance and stays the course of the vision, mission and goals set by the Board.

Once the new WIOA performance protocols and practices are finalized, HCWDB will provide training to program operations staff. More frequent oversight will be required to ensure program operators are properly trained in concept, application, and entry of performance-related data.

c. Describe how entities within the one-stop delivery system, including one-stop operators and the one-stop partners, will comply with WIOA section 188, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990 regarding the physical and programmatic accessibility of facilities, programs and services, technology, and materials for individuals with disabilities, including providing staff training and support for addressing the needs of individuals with disabilities. [WIOA Sec. 108(b)(6)(C)]

DEFICIENT

REQUESTED REVISION #1:

- Response could include information such as: How often is staff given training? Who provides the training? Is staff trained to use specialized equipment?
- Lack of details of One-Stop operations

REQUESTED REVISION #2:

- The question is not will the partner comply, it is HOW will the partners comply.
- Staff training is needed.

The Big Island Workplace Connection and one-stop partners comply with all provisions included in the American with Disabilities Act. In addition, Department of Vocational Rehabilitation provides assistance at our One-Stop location. A DVR employment specialist offers business outreach and employment assistance. Staff and employers are able to be provided training by Division of Vocational Rehabilitation annually or on an as needed basis for technical assistance to include, but not limited to disability awareness, compliance with Americans with Disabilities Act, Vocational Rehabilitation services, recruitment and hiring of persons with disabilities, as well as, support for current employees with disabilities.

The American Job Center and partners will be compliant with the ADA checklist which can be found at the following URL: <http://www.adachecklist.org/doc/fullchecklist/ada-checklist.pdf>

Vocational Rehabilitation is a resource, as well as a community partner – Workforce Solutions. Workforce Solutions (WFS) is a consortium of private, non-profit and government agencies that work with persons with disabilities. They have an executive committee that can review and respond to requests as needed.

Reasonable accommodations have been provided to individuals with disabilities. ADA Ramps are accessible on the exterior of the buildings. Special accommodations are provided for the blind and hearing impaired. There is a computer at the Kona location that has a Braille keyboard and speech commands for the sight impaired. There is a computer program for the hearing impaired that allows them to read what is being stated. And an adjustable magnifier for those who need accommodations for reading/seeing.

Signs, Posters, Notices on Equal Employment Opportunities (EEO)/and Affirmative Action (AA) and/or Complaints System is posted on the bulletin boards at the front of the office by the entrance. This information is also handed out by the Youth, Adult and Dislocated Workers program service providers at orientation.

Program staff is also trained on ADA, EEO/AA during their employee orientation.

d. Describe the roles and resource contributions of the one-stop partners and if memoranda of understanding or resource sharing agreements are used, provide a summary of those agreements. [WIOA Sec. 108(b)(6)(D)]

DEFICIENT

REQUESTED REVISION #1:

- Does not describe the roles and resource contributions of the One-Stop partners. Does not provide a summary of the MOUs used.

REQUESTED REVISION #2:

- Rather than repeating services from a DOL list, this question refers to the roles and resource contributions of the partners. If there is an existing agreement that is used, provide that summary, noting that it will be replaced by a new one. Or, provide a timeline for the new MOU.
- The current MOUs are not allowable for use beyond June 30, 2017. Submit a plan to show MOU development and execution effective July 1, 2017.

Per the USDOL Training and Employment Guidance Letter WIOA No. 17-16, local agreements for funding One-Stop infrastructure costs must be in place by January 1, 2018, or by an earlier date specified by the Governor. This extension is provided to allow local areas additional time to negotiate and reach consensus on one-stop partner infrastructure funding contributions in PY 2017.

All partners agree to make the commitment to maintain not only the basic provisions of WIOA, but also to enact the basic guiding principles for Hawai'i's One Stop delivery system, that services be:

- Integrated (offering as many employment, training, and education services as possible for employers and individuals seeking jobs or wishing to enhance their skills) and affording universal access;
- Comprehensive (offering a large array of useful information with wide and easy access to needed services);
- Customer Focused (providing the means for customers to judge the quality of services and make informed choices); and
- Performance Based (or based on clear outcomes to be achieved; mutually negotiated outcomes and methods for measurements; and the means toward measuring and attaining customer satisfaction).

Currently memoranda of understandings have been extended. MOUs will continue to be developed throughout this year to include updated responsibilities and cost allocations.

By providing businesses and job seekers a high quality one-stop center that connects them with a full range of workforce services. Having the One-Stop partners coordinate their services will ensure that seamless service will be provided.

Services shall be focused on two customer groups, job seekers and employers. Services shall be available at or through the BIWC.

SERVICES SHALL INCLUDE BUT NOT LIMITED TO:

1. Determination of individual eligibility for WIOA services
2. Outreach, intake, and orientation to the information and services available through the BIWC
3. Initial assessment of skill levels, aptitudes, abilities, and supportive service needs
4. Job search and placement assistance, career counseling where appropriate
5. Provision of employment statistics information and labor market information such as job vacancy listings, job skills necessary to obtain jobs, local demand occupations, earnings, and skill requirements
6. Provision of performance information and program cost information on eligible providers of training services
7. Provision of information regarding how the local area is performing on the local performance measures

and any additional performance information with respect to the BIWC

8. Provision of accurate information relating to the availability of supportive services, including child care and transportation available in the local area, and referral to such services, as appropriate
9. Provision of information regarding filing claims for unemployment compensation
10. Assistance in establishing eligibility for welfare-to-work activities and programs of financial aid assistance for training and education programs
11. Follow-up services, including counseling regarding the workplace, for WIA participants who are placed in unsubsidized employment for not less than 12 months after the first day of the employment, as appropriate; and
12. Other core service, as determined by a BIWC Partner agency's governing legislation.
13. Comprehensive and specialized assessments of the skill levels of adult and dislocated workers;
14. Development of individual employment plan to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the individual's employment goals;
15. Group counseling;
16. Individual counseling and career planning;
17. Case management for participants seeking training services;
18. Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals or unsubsidized employment or training; and
19. Other intensive services as determined by a BIWC Partner agency's governing legislation.

TRAINING SERVICES

1. Occupational skills training, including training for nontraditional employment;
2. On-the-job training;
3. Programs that combine workplace training with related instruction which may include cooperative education programs;
4. Skills upgrading and retraining;
5. Entrepreneurial training;
6. Job readiness training;
7. Adult education and literacy activities provided in combination with services described in items 1-6 above;
8. Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training; and
9. Other training services as determined by a BIWC

EMPLOYER SERVICES

1. Direct employer input shall be sought in matters related to BIWC planning and operations
2. The guidance of the business members of the HCWDB shall be specifically sought in designing targeted employer services
3. Assessment of client skills, interests, aptitude and/or work values of applicants prior to referral
4. Job specification development
5. Business assistance center referral
6. Interviewing facilities
7. Customized training
8. Skills training for incumbent workers
9. Job readiness training information
10. Information on filing UI
11. Program information and preliminary screening for program eligibility of prospective employees
12. Information on eligibility for housing assistance

- e. Describe how one-stop centers are implementing and transitioning to an integrated technology-enabled intake and case management information system for core programs and programs carried out by one-stop partners [WIOA Sec. 108(b)(21)]

DEFICIENT

REQUESTED REVISION #1:

- How will the One-Stop counselors and partners transition to the new system? Is training mandatory for each partner?
- The local plan does not list citation for the survey results to substantiate “there is grave concern with the current VOS and PMIS.”
- Concerns about the last paragraph because they state that they will align with the State system but contradict that by saying that they are looking for something else.

REQUESTED REVISION #2:

- The information about having a central database, using VOS data and the PMIS system and the inclusion of assessment results is yet to be determined. As a CORE partner, we will be using our own case management system with a yet to be purchased system to aggregate data for the six common performance measures.

A central data base will available and serve as a basic intake system that will consist of common program elements to Core Partners and their providers per both state and local guidance and procedures. It will include, but is not limited to work history, educational history and employment goals. Core partners will include assessment results which may include educational functioning and job readiness levels. Job seekers and employers will be able to access the electronic job bank on the data base, as well.

In alignment with the Unified State Plan, Hawaii’s Workforce Development System uses a standardized record data collection by means of a Virtual One-Stop (VOS) data and participant information system (PMIS). The system will be WIOA compliant related to data and information collection and maintenance. The system will collect all new required performance data as well as the new employer engagement data.

The One-Stop understands the need to support the State Unified Plan by having Hawaii’s Workforce Development System use a standardized record data collection by means of a Virtual One-Stop (VOS) data and participant information system (PMIS). The system will be WIOA compliant related to data and information collection and maintenance. The system will collect all new required performance data as well as the new employer engagement data.

Surveys and discussions show that there is concerns with the current VOS and PMIS. HCWDB is supporting exploring new enhanced technology and feel it is necessary to streamline this process as there are obstacles surrounding client privacy issues and ease of case management. Employers are requesting a more user friendly service. The WDC Data Management and Technology committee will evaluate the current PMIS, WDC websites, and data collection system and other available systems and make recommendations. HCWDB will support the overall outcome of WDC decision.

During the transition, one-stop partners are encourage to attend the webinars provided by the current PMIS/VOS.

4.6 Describe the process and criteria for issuing individual training accounts. [WIOA Sec. 108(b)(19)]

DEFICIENT

REQUESTED REVISION #1:

- The local plan does not adequately describe the utilization of HireNet. Provide the policy.

REQUESTED REVISION #2:

- What is the criteria for the ITAs?
- What is the criteria for exceeding the 12 and 24-month limitations?

The HCWDB objective of the Individual Training Accounts (ITA)/Eligible Training Provider (ETA) system is to encourage a market-like environment for adult, dislocated worker, and youth training. ITAs are used to fund training in occupations that will produce the potential of higher earnings within the designated area's driver industries/demand occupations.

ETP training programs are approved based on their focus of industry/in-demand occupations. The screening process was used to identify the driver industries and demand occupations that are most in need to the local workforce and regional economy. HCWDB plans to continue this approach, targeting the region's driver industries:

- Agriculture
- Construction
- Health Care
- Hospitality
- Technology

ITA services usually require funding such as, Enrollment Cost, Financial Aid, Enrollment Budget, and Budget Plan. These fundable services are part of the eligible training providers (ETP) approval process. The cost areas for ITA services are similar to Fee based support services in how different lines for cost are displayed for staff to enter separate costs such as books, labs, or other fees and enrolling an individual in a fundable ITA service including, Occupational Skills Training.

In HireNet, expenses tied to the funded amount, obligated amount, current balance, as well as any payment and refunds related to the budget for this enrollment are used for tracking purposes and are used to track expenses through the ITA for ETP services.

HCWDB board has set guidelines for the distribution of training funds: \$2,500 per 12 months, no more than \$5,000 per 24 months – with the understanding that some vocational and educational training services may require additional funding for certifications. The Adult and Dislocated Worker Program Operator, has the authority to determine if funding is available and if a waiver should be granted to meet the training needs. HCWDB's Oversight Committee is able to review all approvals on a quarterly basis. This is based on WIOA encouraging training and supplying a skilled workforce for in-demand industries. WIOA customers are expected to make regular progress toward employment plan milestones, including training goals and is a requirement for continuation of funding.

Job postings into the HireNet system will be part of the Employer Services required by WIOA.

4.8 Describe the process utilized by the local board to ensure that training provided is linked to in-demand industry sectors or occupations in the local area, or in another area to which a participant is willing to relocate. [WIOA Sec. 134(c)(3)(G)(iii)]

DEFICIENT

REQUESTED REVISION #1:

- There needs to be a more direct link between the Board establishing in-demand industries and the training that is provided.
- Do not see any connection with the numbered items.

REQUESTED REVISION #2:

- Still missing the connection with training programs in the local areas and the in-demand industry sectors.
- How will the committee's recommendations be implemented at the level of the AJC?

HCWDB has a two-fold process ensuring that training provided is linked to in-demand industry sectors or occupations in the local area. The initial process is working with the Employer Engagement/Sector Strategies Committee, which will establish in-demand industry sector or occupations in Hawaii County and ensure that the appropriate training (and access to this training) directly complements the needs of its in-demand industries. Once this information is gathered it is reported back to the Board. The next step is to engage the Board's Career and Business Committee which will develop a system of education, training and supportive services based on the workforce needs of an industry and local employers. This committee will also make report back to the HCWDB and/or Executive Committee in order to provide the steps being taken.

Both committees will keep in mind that the following need to part of their goals:

1. Career Pathways
 - Identify priority industry sectors and the career pathways within them.
 - Implement system alignment and partnering strategies.
2. Business Development and Marketing
 - Convene stakeholders to achieve the goals of the strategic plan.
 - Engage businesses/employers
 - Coordinate with education entities as needed.
3. Sector Strategies
 - Collaborating with employers and industries to identify what qualifications are needed to hire qualified employees
 - Addressing skill and education gaps by developing specific action plans
 - Recommending better support programs and resources serving employers and workers.

Along with aligning with the State Unified Plan to:

- Build stronger networks between firms and among education and training partners to identify high-priority skill gaps and in-demand sectors;
- Review and provide feedback on HIDOE and UHCC's standards and assessments, academic and career technical content and work skills;
- Increase high quality, work-based learning opportunities for secondary and postsecondary students that lead to industry recognized credentials;
- Identify new industry-recognized credentials or work-based programs that give companies confidence in skills of new hires and provide workers with more mobility;
- Develop opportunities for professional development training for teachers, school/job counselors, training providers, etc.;
- Identify policies and/or strategies to sustain the model.

Consequently, WIOA Service Providers and BIWC Partners will include potential relocation expenses as an integral part of one's Career Pathway.

HCWDB is concerned with the possibility of individuals leaving the State for training not offered in Hawaii. There is often a possibility that they will not return to the islands. Occupations that produce the potential of higher earnings within the designated areas of in-demand industry sectors, occupations in the local area and state wide is a must.

4.9 Describe how the local board will coordinate workforce investment activities in the local area with rapid response activities carried out in the local area (as described in section 134(a)(2) A). [WIOA Sec. 108(b)(8)]

DEFICIENT

REQUESTED REVISION #1:

- Lacks specifics on effectiveness of existing RR services/activities; improvement in RR for early intervention to prevent unemployment and targeting RR layoffs for follow-up activities to facilitate re-employment.

REQUESTED REVISION #2:

- Delete one of the repeated paragraphs that is highlighted.

The local area will continue to engage employers through employer visits, telephone contacts, job forums, presentation to industry associations, job fairs, and other employer-focused activities to promote the workforce development services and to assess the employer's needs. These employer engagement activities will provide staff with the opportunity of expanding and fostering their relationships with employers to identify possible downsizing events and offer incumbent training to reduce or avert potential layoff. In cases where downsizing is imminent, Rapid Response staff will organize job fairs and coordinate services with Unemployment Insurance Division, the union and other state agencies to facilitate services to affected employees and provide assistance to ensure a smooth transition to a new job, thus reducing their unemployment duration.

Workforce Development Division-Hawaii Branch, current WIOA Adult and Dislocated Worker Program Operators have been the local deliverers of Rapid Response Services for the past several decades. WARN Notices, initiated by affected employers, are communicated to the Labor Director, who in turn, initiates an appropriate Rapid Response Unit to provide early intervention activities to affected employees. Under the WDB's direction, coordination of services will be established with Workforce Development Division, Unemployment Insurance Division, Dept. of Human Services MedQuest, Dept. of Health-Mental Health, Legal Aid Society, financial entities and other services as deemed appropriate for the affected labor force. As a One-Stop Partner, WDD's Wagner Peyser staff coordinates the statewide and local rapid response activities for companies scheduled for shutdowns. Upon receiving a written notice from the affected company, local staff initiates contact with the employer to immediately arrange an orientation for staff and management. With the general oversight of the HCWDB, WDD, the Unemployment Insurance Division, and appropriate One-Stop partners conduct joint orientation and enrollment sessions for the affected workers on the employer's site at the earliest convenience. Those eligible and interested in program services are referred to the respective One-Stop partners and services are provided. HCWDB will ensure gains and re-employment, re-entry wage rates and retention rates are all measurable and quantifiable.

The local area will continue to engage employers through employer visits, telephone contacts, job forums, presentation to industry associations, job fairs, and other employer-focused activities to promote the workforce development services and to assess the employer's needs. These employer engagement activities will provide staff with the opportunity of expanding and fostering their relationships with employers to identify possible downsizing events and offer incumbent training to reduce or avert potential layoff. In cases where downsizing is imminent, Rapid Response staff will organize job fairs and coordinate services with Unemployment Insurance Division, the union and other state agencies to facilitate services to affected employees and provide assistance to ensure a smooth transition to a new job, thus reducing their unemployment duration.

Section 5: Compliance

5.3 Provide an organization chart as *Attachment B* that depicts a clear separation of duties between the board and service provision.

The attachment is missing.

REQUESTED REVISION #2:

- Attachment is missing

5.5 Provide the policy and process for nomination and appointment of board members demonstrating compliance with WDC Policy/WIOA Bulletin No.04-15.

DEFICIENT

REQUESTED REVISION #1:

- The local plan did not include the policy for nomination and appointment of board members.

REQUESTED REVISION #2:

- WIOA Bulletin is the State's policy. The local board must have its own policy.

Members of the HCWDB have been and shall be nominated by local business organizations, business trade associations or local labor federations and appointed by the Chief Local Elected Official in compliance with Section 107 of the WIOA and consistent with the requirements of the WIOA Bulletin No. 04-15. Nominations are submitted to Office of Housing and presented to the Mayor.

5.9 Indicate the negotiated local levels of performance for the federal measures. [WIOA Sec. 108(b)(17)]

DEFICIENT

REQUESTED REVISION #1:

- Consider adding state negotiated performance targets for veteran entered employment and veteran median earnings. Both metrics are tracked at the state level and compliance with negotiated goals is required.

REQUESTED REVISION #2:

- Not sure if the following recommendation was included in the response – Consider adding state negotiated performance targets for veteran entered employment and veteran median earnings. Both metrics are tracked at the state level and compliance with negotiated goals is required.
- Are veterans considered a WIOA Adult? – and/or WIOA Dislocated Worker?

Adult/Dislocated Worker Program

HCWDB has negotiated annual performance goals with the WDC under WIA which remain to assess the effectiveness in achieving continuous improvement of workforce investment activities funded under the WIOA and in order to optimize the return on investment of federal funds in workforce investment activities. These performance goals are still required during this transition period. The WDC may require HCWDB to re-negotiate annual performance goals for the local area during this transition period if the WDC re-negotiates the annual performance goals with the United States Department of Labor USDOL").

Core indicators of performance for employment and training activities for adults and dislocated workers shall consist of:

- a) The percentage of program participants in unsubsidized employment six months after entry into the employment;
- b) The percentage of program participants in unsubsidized employment one year after entry into the employment,
- c) The median earnings of program participants in unsubsidized employment six months after entry into employment;
- d) The percentage of program participants who obtain a recognized post-secondary credential, or a secondary school diploma or its recognized equivalent during participation in or within one year after exiting the program;
- e) The percentage of program participants who, during a program year, are in an education or training program that leads to a recognized post-secondary credential or employment and who are achieving measurable skill gains toward such a credential or employment; and
- f) The indicators of effectiveness in serving employers established by the Secretary of Labor and the Secretary

Youth Program

The PROVIDER has negotiated annual performance goals with the WDC under WIA which remain to assess the effectiveness in achieving continuous improvement of workforce investment activities funded under the WIOA and in order to optimize the return on investment of federal funds in workforce investment activities. These performance goals are still required during this transition period. The WDC may require the PROVIDER to re-negotiate annual performance goals for the local area during this transition period if the WDC re-negotiates the annual performance goals with the United States Department of Labor ("USDOL"). The primary indicators of performance for the youth program shall include, but are not limited to:

1. The percentage of program participants who are in education or training activities, or in unsubsidized employment, during the second quarter after exit from the program;
2. The percentage of program participants who are in education or training activities, or in unsubsidized employment, during the fourth quarter after exit from the program;
3. The median earnings of program participants who are in unsubsidized employment during the second quarter after exit from the program;
4. The percentage of program participants who obtain a recognized postsecondary credential, or a secondary school diploma or its recognized equivalent, during participation in or within 1 year after exit from the program; and
5. The percentage of program participants who, during a program year, are in an education or training program that leads to a recognized post-secondary credential or employment and who are achieving measurable skill gains toward such a credential or employment.

The follow will be implemented as soon as HireNet is able to provide the necessary reports.

Program Year (PY) 2016 and PY 2017 WIOA and Wagner-Peyser Performance Targets are as follows:

	<u>PY 2016</u>	<u>PY 2017</u>
<u>WIOA Adult</u>		
Employment 2nd quarter after exit	65.6%	67.6%
Employment 4th quarter after exit	61.9%	63.9%
Median earnings in the 2nd quarter after exit	\$5,100	\$5,350
Credential attainment rate	49.0%	51.0%
<u>WIOA Dislocated Worker</u>		
Employment 2nd quarter after exit	71.0%	74.0%
Employment 4th quarter after exit	67.2%	69.2%
Median earnings in the 2nd quarter after exit	\$6,476	\$6,776
Credential attainment rate	64.0%	66.5%
<u>WIOA Youth</u>		
Education or training activities or employment		
In the 2nd quarter after exit	56.0%	59.0%
Education or training activities or employment		
In the 4th quarter after exit	52.9%	55.9%
Credential attainment rate	58.1%	61.1%
<u>Wagner-Peyser</u>		
Employment 2nd quarter after exit	53.0%	55.0%
Employment 4th quarter after exit	56.0%	58.0%
Median earnings in the 2nd quarter after exit	\$4,965	\$5,114

5.10 Describe indicators used by the local board to measure performance and effectiveness of the local fiscal agent (where appropriate), contracted service providers and the one-stop delivery system, in the local area. [WIOA Sec. 108(b)(17)]

DEFICIENT

REQUESTED REVISION #1:

- The local plan did not describe the indicators used by the local board to measure performance and effectiveness of the local contracted service providers and the One-Stop delivery system in their locale.

REQUESTED REVISION #2:

- What are the indicators to measure the service providers?

At the beginning of each program year, HCWDB staff meet with each program operator to review program delivery procedures.

The selected contractor must demonstrate the administrative and fiscal capacity to successfully provide WIOA services. Emphasis is placed on creative and innovative strategies, incorporate best practices, and demonstrate the capacity to carry out the proposed programs in the following areas:

Coordination and improvement of career services. Quarterly reports provided to the Program Oversight Committee. Ensure compliance with all USDOL, state and local policies and procedures related to the One-Stop (America's Job Center). Demonstrate continuous improvement activities to enhance services provided. Ensure compliance with all WIOA, USDOL, State and local policies/procedures relative to One-Stop system/center. Meet established performance requirements. Monitor that all customers receive receptive, professional and timely WIOA services provided at the career center. The Operator shall be required to support the professional development of its full or partially funded staff through attendance at WIOA related professional development training opportunities and WIOA announced service provider meetings.

The HCWDB receives a WIOA funding dashboard which includes the Administrative, Adult, Dislocated Worker, and Youth budgets/ balances on a quarterly basis. Service providers submit monthly reports. At the Youth Committee meetings all reports are reviewed and monitored. Program Oversight Committee is responsible to monitor and review performance of the One-Stop, Adult and Dislocated Worker programs. All Committee Chairs report at all Board meetings. Office of Housing and Community Development monitors all service providers continuously by reviewing performance reports, constant communication and site visits.

Budgets are reviewed along with performance measure goals to track the providers' progress - the 9090 quarterly report is used for the WIOA PY performance targets.

5.11 Provide a description of the replicated cooperative agreements, as defined by WIOA 107(d)(11), in place between the local board and the Department of Human Services' Division of Vocational Rehabilitation Services with respect to efforts that will enhance the provision of services to individuals with disabilities and to other individuals, such as cross training of staff, technical assistance, use and sharing of information, cooperative efforts with employers, and other efforts at cooperation, collaboration, and coordination. [WIOA Sec. 108(b)(14)]

DEFICIENT

REQUESTED REVISION #1:

- This is not a description of a replicated agreement. If none exist, the Board must provide a timeline and a description of how this will be accomplished.

REQUESTED REVISION #2:

- EFSLMP is a grant awarded to the Developmental Disabilities Council, it is not a replicated cooperative agreement with DVR.
- The goals are listed, but no specifics are provided on how coordination and leveraging will occur. If specifics need to be determined for actual implementation, provide a plan of action.
- This is not a description of a replicated agreement. If none exist, the Board must provide a timeline and a description of how this will be accomplished.
- The Cooperative Agreement, Employer First State Leadership Mentor Program, does not meet the requirement of a cooperative agreement as defined by WIOA 107 (d) (11) between the local board and DHS/DVR.

HCWDB is committed to our Cooperative Agreement, Employment First State Leadership Mentor Program, which has the collaborative vision: Through Employment First partnerships, people with disabilities shall have access to competitive integrated employment. Moreover, employment in the community is the first service option for individuals with disabilities. The Employment First Initiative and this Cooperative Agreement (CA) is seeking to shift public resources to be aligned with newly established policies that make competitive integrated employment the top priority for partner agencies when serving people with disabilities. The following goals outline the rationale for this CA. is seeking to shift public resources to be aligned with newly established policies that make competitive integrated employment a priority for partner agencies when serving people with disabilities. It is to clarify roles and collaboration amongst partners in order to increase individuals with significant disabilities with obtaining integrated competitive employment. Goals include:

- Leverage resources between partner agencies and eliminate service replication.
- Provide training on customized employment and employer engagement to build capacity which is defined by the "process of developing and strengthening the skills, abilities, processes, and resources that organizations and communities need to survive, adapt, and thrive in the fast-changing world."
- Work with employers to identify competitive integrated employment opportunities with career pathways that lead to retention and promotion. Increase employer engagement and measure effectiveness in serving employers.
- Establish a cooperative agreement with the state Medicaid agency and state agencies that serve individuals with disabilities, regarding eligibility for home and community-based waiver programs and coordination.
- Coordinate with assistive technology programs and services.
- Expand partnership with the Ticket to Work and Self-Sufficiency program.
- The HCWDB will endeavor to work with organizations including the state departments of; Human Services, Division of Vocational Rehabilitation, Department of Health, Department of Education and the University of Hawaii and other entities to contribute to the development of business-led network

focused on human capital and talent management investment for all persons including those with disabilities.

It is the expectation of this CA that clarification of roles, and stronger collaboration amongst partners leads to an increased number of individuals with significant disabilities obtaining integrated competitive employment. The Agreement was signed by representatives of Workforce Development Council (WDC), Local Boards Workforce Development Division (WDD), Division of Vocational Rehabilitation (DVR), MedQuest Division (MQD), Office of Curriculum, Department of Education (DOE), Instruction and Student Support (OCISS) Adult Education, Special Education, Department of Health (DOH), Adult Mental Health Division (AMHD), Developmental Disabilities Division (DDD), Developmental Disabilities Council (DDC), University of Hawaii (UH), Center for Disability Studies (CDS).

5.12 Describe the process for getting input into the development of the local plan in compliance with WIOA section 108(d) and providing public comment opportunity prior to submission. Be sure to address how members of the public, including representatives of business, labor organizations, and education were given an opportunity to provide comments on the local plan. If any comments received that represent disagreement with the plan were received, please include those comments as *Attachment E*.
[WIOA Sec. 108(b)(20)]

DEFICIENT

REQUESTED REVISION #1:

- The response does not include the specific groups in the question.

REQUESTED REVISION #2:

- None

The local board has processes and timelines, consistent with section 108(d) to obtain input into the development of the Local Area Plan and give opportunity for comment by members of the public, including representatives of business, representatives of labor organizations, and representatives of education to submit to the local board comments on the proposed local plan.

Great effort has been made to receive input into the development of the Hawai'i County Workforce Development Board Local Area Plan. Meetings were held and discussions had to gather input from but not limited to; HCWDB, local chambers of commerce, businesses, industry sectors, local unions, community based organizations, University of Hawaii at Hilo, County of Hawai'i Mass Transit Agency, County of Hawai'i Department of Research and Development, WIOA Core Partners, Alu Like, Division of Vocational Rehabilitation and Services for the Blind, Hawaii Community College, Hawaii County Economic Opportunity Council, Maui Economic Opportunity, Office of Housing and Community Development, Senior Training and Employment Program, Unemployment Insurance Division Waipahu Community School for Adults, Department of Labor and Industrial Relations Workforce Development Division, Goodwill Industries of Hawaii, Career and Technical Education Department of University of Hawaii, and the Department of Labor and Industrial Relations Workforce Development Council.

OHCD submitted a request for comments announcement to the Hawai'i Tribune Herald and West Hawai'i Today newspapers. The proposed Local Area Plan was available for public review and comment from September 2, 2016 to September 19, 2016. It provided information on how to receive, view and make comments regarding the plan.

HCWDB members and One-Stop Partners were notified via email that the draft plan is being made public and are encouraged to review and comment on the plan through any of the aforementioned venues or at the prior meetings.

5.14 Describe how the Local Board complies with the requirements of Hawaii's Sunshine Law on open meetings and meeting records (HRS §92) and WIOA Sec. 107(e):

- (a) Who is notified of meetings and how are they notified?
- (b) Where are meeting notices (agenda) posted?
- (c) Where are the meeting minutes posted? How does the public access meeting minutes?
- (d) Attach as *Attachment H* the local board agenda and minutes for the last two fiscal years (2014 & 2015).

(e) How will information regarding the designation and certification of one-stop operators, and the award of grants or contracts to eligible providers of youth workforce investment activities be available to the public?

DEFICIENT

REQUESTED REVISION #1:

- How are stakeholders and partners notified of the meetings? Identify who the "individuals" are that are notified of meetings.
- Attachment H is deficient (no agendas or minutes for 2014).

REQUESTED REVISION #2:

- None

a. Board members and any individual from the general public who request notification of meetings are notified via email approximately three (3) weeks prior to the meeting date to give adequate time for preparation for the meeting. They are sent a reminder email with a copy of the agenda and previous meeting's minutes one (1) week prior to the meeting. The dates/times of the quarterly Board meetings are also announced at the One-Stop monthly meetings.

b) Meeting notices are filed with the County of Hawai'i Office of the County Clerk at least six (6) days prior to the meeting date as required under Sunshine Law. Notices are then posted at 25 Aupuni Street, Hilo, Hawai'i, as well as, on the County of Hawai'i website: www.hawaiicounty.gov/office-of-housing/.

c) Meeting agendas and minutes are posted on the County of Hawai'i website. Also, the public can request a copy of the meeting minutes from the Office of Housing and Community Development.

d) Please see Attachment H

e) Information regarding the designation and certification of one-stop operators, and the award of grants or contracts to eligible providers of workforce investment activities are presented to the public through a Notice of Award which is posted on our County website as well as on the Public Purchase website (providing free government bid notifications for government agencies).

ATTACHMENT H:

(X) The attachment does not satisfy the request.

REQUESTED REVISION #2:

- No agenda and minutes for 2014

SEE ATTACHMENT H