

MAUI COUNTY WORKFORCE DEVELOPMENT BOARD STATUS REPORT TO THE WORKFORCE DEVELOPMENT COUNCIL (WDC)

Report will be distributed at the Executive Committee meeting on September 4, 2019 and
WDC Council meeting on September 12, 2019

DEADLINE TO SUBMIT TO WDC: MONDAY, SEPTEMBER 2, 2019

1. *In order to receive PY19 funds, the local board must have an approved modified local plan for February 1, 2019 to June 30, 2020. (see WIOA Bulletin No. 22-18). What is your timeline for updating and submitting the local plan to WDC?*
 - a. The MCWDB Local Plan is currently under revision.
 - b. The revisions will be presented the Executive Committee and the MCWDB at their next scheduled meetings to enable submittal of a draft revision to the WDC with the Monitoring Report on September 30, 2019.
2. *Many issues identified regarding the Maui County's Title 1 Adult, Dislocated Worker and Youth programs in the 2019 monitoring report. What is MCWDB's strategy, with specific actions and timelines for improving delivery of services to adult and youth participants and preventing future disallowed costs?*
 - a. The top agenda item of the MCWDB for the last eighteen months has been provider strategic marketing and co-enrollment. Many of the findings of the Monitoring Report that was submitted by the WDC to the MCWDB are results of the following:
 - i. Due to the expiration of the ETPL not discovered by the previous administration coupled with the change of personnel in the present administration at the County of Maui and consistent turn-over of provider personnel in the Youth Program, the ETPL was being used by providers without proper certification by the WDC. The MCWDB is looking back at what was appropriate for the time period for the ETPL and are forming cures to the citations of the Monitoring Report.
 - ii. In the time of transition, the MCWDB intends to study, develop and retro-approve an appropriate ETPL.
 - iii. The MCWDB is also in the process of preparing and cultivating a competitive two-year term Request for Proposal that combines both the Adult & Dislocated Worker Programs to tentatively begin on January 1, 2020. (It also may couple Rapid Response funding with that RFP- TBD)
 - iv. The MCWDB will also prepare a competitive two-year term Request for Proposal for the Youth Program tentatively to begin on April 1, 2020.

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- v. The MCWDB ETP List has a minimum amount of providers on it. The barrier to adding ETP providers has been that the providers must demonstrate a standard of growth in the industry per year and be listed as such on the Local Plan. The areas listed on the Local Plan currently are vague. The MCWDB needs to better clarify which possible providers belong to each in-demand occupation listed on the Local Plan.
- vi. The MCWDB is developing policy & procedures to address the difference between Industry Certifications (old terminology) = ETP Providers and Pre-Vocational (old terminology) = Career Advancement List to address what is allowable. The change in terminology has been confusing to providers.

b. Youth Program

- i. The Equal Opportunity Certifications did not exist in any Youth file up to PY17 (June 30, 2019) On July 30, 2019, ½ of Youth files were audited and a system to ensure EEO Policy and Discrimination Policy was developed with the Youth Program including appropriate forms of policy acknowledgement signed by each student going forward and a control copy that will exhibit all grievances filed, timelines and follow-up.
- ii. *2018-Finding #8-Unresolved: MCWDB must develop a plan for finding providers for required Youth Program activities and for funding a full-time case manager. MCWDB will inform WDC about how the \$50,000 County grant for mentorship has benefited participants*
 - 1. The monies were not used to fund a full-time case manager. The funding was a grant that was written by MEDB to develop the Health Sector that would build incentive to funnel students to the Ku'ina Program. If there had been an effective ETPL, this strategy would have increased health sector enrollment in the Youth Program. The previous administration made those decisions.
- iii. **Monitoring Schedule**
 - 1. A monitoring schedule has been developed as follows:
 - 2. July 28th & August 6th, 2019 – Complete Monitoring of all files in Ku'ina Program
 - 3. October 2019 – Youth Program Monitoring
 - 4. December 2019 – Youth Program Monitoring
 - 5. March 2020- Youth Program end-of-contract Monitoring

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c. Adult Program

- i.** An ITA Policy was submitted to the Governance Committee on June 18, 2019 and to the MCWDB on June 19, 2019. Final draft was revised by WDC on July 8, 2019 for minor revisions and will be submitted to the MCWDB for final approval on September 24, 2019.
- ii.** Monitoring Schedule
 - 1.** July 27th, 2019- L. Puppolo had an orientation of WDD files at the WDD office.
 - 2.** August 5th, 2019- K. Kimizuka did a training of WDD operations to L. Puppolo and Sonjia Spring. The meeting also developed a training plan for the MCWDB and AJC Partners as follows:
 - a.** September 24, 2019- Kevin Kimizuka will conduct a Board Training on the difference in these programs
 - b.** December 5, 2019, Kevin Kimizuka will conduct a training with the AJC Partners
 - 3.** August 28, 2019- WDD Monitoring and training on Molokai
 - 4.** October 2019 - WDD Monitoring on Maui
 - 5.** December 2019 – Formal end-of-contract Monitoring on both Maui & Molokai.
 - 6.** Finding 2019-#5- The Pell Grant award was not coupled with WIOA Adult Program funding but was supplemented by a Wagner-Peyser award after the Pell Grant was awarded. The case notes have been corrected and the cure to this finding will be submitted with the formal answer to the Monitoring Report due on September 30, 2019.
- iii.** The MCWDB is developing Policy & Procedures for co-enrollment to boost enrollment in Adult Program and Youth Programs.
- iv.** The use of the Interagency Release of Information Form to more easily transition to co-enrollment is currently being used.
- v.** WDD and L. Puppolo have collaborated to develop a comprehensive outreach plan
 - 1.** Outreach weekly at Lahaina & Wailuku Ka Hale A Ke Ola Homeless Resource Center
 - 2.** Presentation of Workforce Development Programs at Maui Nonprofit Directors Association Meeting on November 14th, 2019 to reach a large group nonprofit directors that provide services to our target populations.

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- 3.** Working with local employment agencies for training referrals.
(One of MCWDB Members is a local employment agency and will lend expertise to this process)
- 4.** Create Op-eds talking about barriers to employment and access to federal funds such as the following:
 - a.** Inform men that can no longer register for selective service after age 26 that they are not eligible for ANY services that are Federally Funded, possibly engage with Legal Aid Hawaii to cure this lapse with a new program, and to inform younger men the value of registering for Selective Service.
 - b.** Inform possible clients on how to access documents to attain state ID/Driver's License or birth certificate.
 - c.** Develop a consistent policy on the documents to establish low income and to develop policy to establish the definition of a "local income" area
 - d.** Complete and analyze the PY17 Closeout to be able to assess a participant cost evaluation.
- d.** Dislocated Worker Program
 - i.** Monitoring Schedule
 - 1.** October 2019 – Dislocated Worker Monitoring on Maui
 - 2.** December 2019- Formal end-of-monitoring on both Maui and Molokai
- e.** AJC Operations
 - i.** Finding #11- This finding is addressed in question 7.
 - ii.** Finding #12- There is a full-time Wagner-Peyser representative at the AJC daily.
 - iii.** Concern #1- This concern is addressed in question #7.
- f.** Fiscal
 - i.** The PY17 Close-Out will be submitted to the WDC directly from Lee Ah Yen, Fiscal Specialist, by September 30, 2019. (see Attachment #1 on fiscal reporting for the September 24, 2019 MCWDB Meeting and also refer to Lee Ah Yen's report submitted directly to the WDC)
 - ii.** The current Fiscal Report for both PY17 & PY18 will be presented at the MCWDB Meeting on September 24th, 2019 and is attached to this report. (Attachment 3)

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- iii.* Monitoring Report Finding #17- (see corrective action of the Adult Program to address this finding in answer to question #3)
- iv.* Monitoring Report Finding #18 (see correction action of monitoring schedule in timeline of question #4)

g. Local Board Governance

- i.* Finding #13 (see the MCWDB monitoring timeline in question #4)
- ii.* Finding #14- MCWDB Board Certification will be completed by September 30, 2019. (see question #5)
- iii.* Finding #15- The ETPL is currently being developed by the Sector Strategies and Employer Engagement Committee in a weekly working group meeting next on Friday, September 6, 2019. This list is being developed in conjunction with the update on the Local Plan. A working list will be presented to the MCWDB at the September 24th, 2019 meeting. The SSEE Committee will be reviewing this regularly throughout the next few months with the assistance as multi-use Employer Engagement Plan is developed.
- iv.* Finding #16- The Modified Local Plan is being developed and a first draft will be presented to the Governance Committee and the MCWDB at the next scheduled meetings.

3. *For the State Performance Measures and Accountability Committee, what is the progress to date on Maui's performance measures and participant counts?*

a. Youth Program

- i.* The Youth Program had 55 participants on June 30, 2019 with the exits of several students that did not qualify or did not continue with the program.
- ii.* PY19 Annual Plan has been negotiated with the WDC with a 36 new participant count for the program year.

b. Adult Program

- i.* On June 30, 2019, the Adult Program had five participants in the program. Currently there has been six new participants and by September 30, 2019 and with the establishment of co-enrollment procedures with the Ku'ina Program, WDD expects the count to be eleven new participants.
- ii.* The PY19 Annual Plan has been negotiated with the WDC with a 45 new participant count for the program year.

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c. Dislocated Worker Program

- i.* The Dislocated Worker Program had eleven participants as of June 30th, 2019, the program is expected to add six new participants to the program by September 30, 2019.
- ii.* The PY19 Annual Plan has been negotiated with the WDC with a 40 new participant count in for the program year.

4. *The State Performance Measures and Accountability Committee would like MCWDB to provide your targeted strategy and timeline for outreach to adult, dislocated worker and youth program to increase participants being served.*

- a.* Keep working to remove barriers to enrollment and to increase co-enrollment.
- b.* Outreach weekly at Lahaina & Wailuku Ka Hale A Ke Ola Homeless Resource Center
- c.* Presentation of Workforce Development Programs at Maui Nonprofit Directors Association Meeting on November 14th, 2019 to reach a large group nonprofit directors that provide services to our target populations.
- d.* Develop relationships with Goodwill of Maui, Salvation Army, Maui Catholic Charities and the Family Life Center of Maui.
- e.* Working with local employment agencies for training referrals. (One of MCWDB Members is a decision-maker at a local employment agency and will lend his expertise to our group.)
- f.* Create Op-eds to create interest in the programs and that speak to barriers to enrollment and access to federal funds such as the following:
 - a.* Inform men that can no longer register for selective service after age 26 that they are not eligible for ANY services that are Federally Funded, possibly engage with Legal Aid Hawaii to cure this lapse with a new program, and to inform younger men the value of registering for Selective Service.
 - b.* Inform possible clients on how to access documents to attain state ID/Driver's Licenses or birth certificates.

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5. ***The MCWDB PY19 annual budget plan was due August 15, 2019. If you have not submitted the budget plan, what actions will the local board take to submit the annual budget plan? What date can the WDC expect to receive the plan?***
- a. The Annual Budget Plan was completed and approved by the Executive Committee of the Maui County Board of Directors on Monday, August 26, 2019. Leslie Wilkins, the MCWDB Chair will sign the documents this week and then they will be sent to Mayor Victorino for signature. I expect a completed and signed plan will be sent sometime the week of September 3rd, 2019. (Attachment 1)
6. ***WIOA calls for local boards to be recertified every two (2) years. Is the MCWDB board compliant?***

WIOA Board Members - Maui County

The Workforce Development Board of Maui County in coordination with the Office of Economic Development is in the process of Board certification by the Mayor of Maui. At the September 24th, 2019 Board Meeting, there will be two resignations announced and the Board will be certifying three new strategic members. A list that will be submitted to the Mayor's Office upon appointment of the three new members to the Board on September 24th, 2019, will be submitted to the Mayor's office directly after the Board certification. (Attachment 2)

7. ***What is the timeline for MCWDB to submit a request for certification of the Maui County American Job Center?***
- a. AJC provides all job seekers and workers with the high-quality career, training, and supportive services they need to obtain and maintain good jobs through partnerships and strategies.
- b. In turn, businesses are able to find skilled workers and have access to human resource assistance, whether it be for education and training, to meet their current workforce needs.
- c. **AJC Certification Timeline:**
- i. **Targeted date for certification: 6/1/2020**
- ii. **Technical Assistance Needs**
1. 7/19 – Language Link services in place – Posters in place at AJC.
 2. 7/19 – Adjustable Computer Table with Wheelchair accessibility
 3. 9/19 – Screen reader or screen magnification software to be in place

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iii. Customer-centered/Customer-focused

1. 4/19 Staff person positioned at the entrance to the AJC
2. 4/19 Provide seamless coordinated customer services

iv. Cross Training/Professional Staff Development

1. 2/19 - Started program presentations at each AJC monthly meetings

v. Items to be completed:

1. 9/2/19 – Customer Satisfaction Survey form to be finalized.
2. 12/2/19 – Business Engagement Team to start with outreach
3. 12/2/19 – Maui AJC website completed
4. 2/29/20 – Policies/Procedures Manual in draft form
5. 4/30/20 – Policies/Procedures Manual in final/approved form

8. What are the challenges MCWDB has encountered in achieving certification?

- a. Building capacity so that we can respond effectively to Maui residents as they become familiar with the AJC and its services.
- b. The lack of professional development education to produce competent program professionals and training for site planning.
- c. Assistance in securing apprenticeship grants.
- d. Increased comprehensive training to ensure universal access and equal opportunity for individuals with disabilities.

9. Please provide the MCWDB board meeting schedule (include time and location).

- a. Tuesday, September 24th, 2019, 9:00-11:00 a.m. at Maui Economic Opportunity, 99 Mahalani St., Wailuku, HI 96793
- b. Wednesday, December 11, 2019, 9:00- 11:00 a.m. at the American Job Center, 70 East Kaahumanu Ave, B-9, Kahului
- c. Wednesday, March 11, 2020, 9:00-11:00 a.m. at the American Job Center, 70 East Kaahumanu Ave., B-9, Kahului
- d. Wednesday, June 10, 2020, 9:00-11:00 a.m. at the American Job Center, 70 East Kaahumanu Ave., B-9, Kahului

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10. Please share accomplishments and success stories with the WDB and AJC that you'd like the Executive Committee and WDC members to be aware of.

- a.** The Maui County Workforce Development Board has initiated Committee meetings and is actively working together.
 - i.** The Youth Committee & Program Committee have reviewed the monitoring report and are working in tandem with the new Executive Director, Linda Puppolo, to address every item on the monitoring report list.
 - ii.** The Executive Committee met and approved the PY19 Annual Budget Plan.
 - iii.** The Sector Strategy and Employer Engagement Committee are meeting bi-weekly to establish new Eligible Training Providers with the Executive Director and University of Hawaii's Director of Extended Learning and Workforce Development.
 - iv.** The Governance Committee will be working on policies and procedures for the month of September for ETP, Meals, and enrollment procedures.
- b.** The MCWDB and the American Job Center have chosen Brandon Fain as the new Vista Volunteer to work from November 2019 to October 2020. Brandon will work three days per week at the Office of Economic Development and two days per week at the American Job Center.
- c.** The MCWDB had a six-member team, (Board Member Karen Hanada & Ku'ina Program Keku Deponte, Board Member Kevin Kimizuka, AJC Manager Karen Arakawa, OED Director & Board Member Kay Fukumoto and MCWDB Executive Director Linda Puppolo), attend the Rapid Response Training on Oahu.
- d.** After the Rapid Response Training, Linda Puppolo became part of the new Rapid Response working group (BERR- Business Engagement Rapid Response) that will include all four counties to work toward best practice Rapid Response strategies.
- e.** Submitted by Sonjia Spring: At the end of June, I did my monthly presentation at Ka Hale A Ke Ola Homeless Resource Shelter, where I share with its residents' information about WDD's services, as well as the availability of the AJC services. In July, two residents of Ka Hale began coming to the AJC to use the computers for job searching and applying for positions online. For one client, the last time I saw him at the AJC in July, he told me he had an interview with Home Depot. For

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the other client, just this month while I was at Ka Hale, the client announced to me that he had been offered a job and was just waiting for his start date.

- f.* One client kept coming to the AJC to receive assistance with applying online. He had no computer skills. The client's job was only part-time, even though he had asked his employer for more hours. The client needed to find full-time employment. Sadly, the client was let go from his job, however, Sonjia was able to enroll client into the WIOA-Dislocated Worker program, and now she is able to provide him with heavy case management and one-on-one services, including job searches and applying online. (Client enrolled into WIOA 08/06/2019).
- g.* The Maui AJC hosted a Southwest Airlines Job Fair on May 20, 2019. They had four sessions through the day, with each session seating about twenty candidates. They interviewed about thirty candidates throughout the day. Southwest Airlines ultimately hired eighteen people for their Maui operation and plans to return to Maui to do more Job Fairs to fill subsequent job openings in the future.

Respectfully Submitted by:

Linda Puppolo, Executive Director of the Maui County Workforce Development Board

Karen Arakawa, Manager of the American Job Center

MAUI COUNTY WORKFORCE DEVELOPMENT BOARD

PY19 ANNUAL BUDGET PLAN – NARRATIVE

PART A

1. Provide an overview of the local board's program priorities for PY19.

The Maui County Workforce Development Board (MCWDB) is committed to continuing the development of a workforce development system that meets the needs of workers, jobseekers, and employers by working together with local partners through leveraging integrated services.

A list of program priorities are as follows:

- Work with providers to increase program participation in the Youth & Adult Programs by increasing co-enrollment, removing barriers to enrollment, and outreach planning.
- Work with providers to develop career pathways by aligning employment, training, education and supportive services to participants.
- Work with providers to develop more Eligible Training Providers and Career Readiness Activities on Maui through UH Maui College, other training centers and distance learning.
- Increase Employer Engagement by enhancing communication, coordination, and collaboration among employers, service providers, and community stakeholders through outreach planning and activities.
- Provide increased program oversight and regular monitoring.

2. Provide an overview of the local board's budget priorities for PY19.

Maui County is challenged as a three-island County. Although Maui and Lanai have relatively low unemployment rates, Molokai's unemployment rate is one of the highest in the state. Generally, the main goal of the MCWDB is to provide adequate resources to increase participation and generally satisfy program priorities on all three islands.

A list of budget priorities for PY19 are as follows:

- Continue membership in the National Association of Workforce Boards (NAWB)
- Attain membership through the Oahu Workforce Development Board in EMSI Local Service and Corporate Service Centers to provide increased

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statistical data that is compiled from a wide variety of government sources, job postings, and profiles that help align programs with economic and workforce activity.

- Support the American Job Center One-Stop-Operation by providing a monthly allotment.
- Since the Local Plan expires in 2020, the MCWDB will develop a new Local Plan for the 2021-2025 period by hiring a facilitator that will work with Employers, Job Seekers, AJC Partners and Community Stakeholders.
- The MCWDB will be actively seeking alternative grant funding to increase staff from FTE 1.0 Executive Director and FTE .43 Fiscal Specialist.

3. Provide an explanation of how these priorities align with the goals in the local plan.

The priorities above align with the goals of the local plan in the following ways:

- Increasing program participation relies on the labor market analysis provided in the local plan. The local plan will be revised to include information on co-enrollment, a plan to remove barriers to enrollment, and a comprehensive outreach plan to identify and inform strategic community stakeholders such as nonprofit organizations and other community organizations about services available to them.
- The local plan outlines career pathways and educational statistics for providers to use enabling them to align services with participant needs. Providers' service counselors will continue to be trained to use the information available in the local plan and will be urged to provide input in revisions that might benefit the program as a whole.
- Eligible Training Providers and Career Readiness activities are not well defined in the local plan. The plan will be revised to more clearly address the differences in these services. The types of training that are available to participants are outlined in the local plan and are being presently used by service counselors.
- With the opening of the American Job Center this year, employer engagement is in its infancy. The local plan describes all the Board Committees and the responsibility of those Committees. The MCWDB has recently been holding regular Board Committee Meetings. The Sector Strategy and Employer Engagement Committee is actively working on increasing providers on the ETP and Career Readiness lists and developing a plan to increase employer engagement through outreach activities.
- A Program Oversight and Monitoring Policy was developed and added to the local plan. This policy will be expanded with a monitoring timeline.

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4. What are the negotiated performance outcomes for the local area? If they are not currently available, provide a date when they will be available. (This Plan must be updated at that time to include the outcomes)

The negotiated performance outcomes are as follows:

Adult Program	45 new participants	\$3,218.27 estimated cost of participation
Dislocated Worker	40 new participants	\$4,870.95 estimated cost of participation
Youth Program	36 new participants	\$4,466.81 estimated cost of participation

5. Describe the local area's strategies for achieving the negotiated performance outcomes.

The following is a list of strategies to lead to successful achievement of the negotiated performance outcomes:

ADULT PROGRAM

- Develop a co-enrollment policy to boost enrollment in Adult Program
- Developed an Interagency Release of Information Form to more easily transition to co-enrollment
- Continue to network with all the AJC Partners
- Develop a comprehensive outreach plan
 - Outreach weekly at Lahaina & Wailuku Ka Hale A Ke Ola Homeless Resource Center
 - Presentation of Workforce Development Programs at Maui Nonprofit Directors Association Meeting on November 14, 2019 to reach a large group that provides services to our target populations
 - Working with local employment agencies for training referrals for their clients facing deficiencies
 - Create Op-eds talking about barriers to employment to be eligible for federal funding such as the following:
 - Men that can no longer register for selective service after age 26 are not eligible for ANY services that are Federally Funded
 - A "How To" access documents to attain state ID/Driver's License or birth certificate

DISLOCATED WORKER PROGRAM

- Work with the Provider to develop lay-off aversion planning
 - Offer compliance workshops to employers
 - Offer marketing workshops to employers
 - Hold quarterly employer tours and networking activities at the AJC

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- Collaborate with the Maui County Resource Center on entrepreneurial program support and training
- Continue to network with all AJC Partners

YOUTH PROGRAM

- Develop a co-enrollment policy to boost enrollment in Adult Program
- Developed an Interagency Release of Information Form to more easily transition to co-enrollment
- Continue to network with all the AJC Partners
- Develop a comprehensive outreach plan
- Interact with local area high schools
- Collaborate with the McKinley Maui Community School for Adults
- Develop an outreach plan to create paid and unpaid internships for participants

PART B

- 1. For each program (Adult, Youth, and Dislocated Worker), write a separate paragraph and discuss who is the service provider (or providers) and the effective dates of their contracts. If any contract expires during PY2019, how will the service provider be determined? Describe specific strategies. If any program does not have a service provider, describe strategies for procuring one.***

The MCWDB is now discussing the possibility of bundling Request for Proposals to lighten the administrative burden for the service provider and to attract a variety of applicants. It also may make sense to bundle the Dislocated Worker Program with the new responsibilities of the Rapid Response funding since they both have lay-off aversion components and to help with administering Rapid Response funding of approximately \$64,000 per year over the two-year contract.

MCWDB staff will also send out information about the RFPs to the nonprofit community immediately after the RFP is implemented.

A list of the current contracts are as follows:

- **ADULT PROGRAM**

The current service provider of the PY18 Contract is the State of Hawaii Workforce Development Division. The performance period for this current contract is 1/1/19-12/31/19. We are currently working on a Request for Proposal (RFP) for this contract the will have a two-year performance period from 1/1/20-12/31/21.

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- **DISLOCATED WORKER PROGRAM**

The current service provider of the PY18 Contract is the State of Hawaii Workforce Development Division. The performance period for this current contract is 1/1/19-12/31/19. We are currently working on a Request for Proposal (RFP) for this contract that will have a two-year performance period from 1/1/20-12/31/21.

- **YOUTH PROGRAM**

The current service provider of the PY18 Contract is the University of Hawaii, Maui Campus. The performance period of this contract is 4/1/19-3/31/20. We are currently working on a Request for Proposal (RFP) for this contract that will have a two-year performance period from 4/1/20-03/31/22.

2. What is the local area strategy for each program to conduct outreach to populations with barriers to employment? Address each of the following populations: homeless individuals, high school dropouts and other out-of-school youth; former offenders in the juvenile or adult justice system; English language learners; individuals receiving public assistance; individuals with disabilities; individuals who have aged out of foster care; pregnant or parenting teenagers, and other low-income single parents.

Of course service providers need to include their scope of services in each of their proposals to address these issues. The MCWDB would like to go beyond delegating responsibility to just the service provider and American Job Center partners but intends to develop a referral network throughout the entire workforce development system including AJC Partners, MCWDB Board Members, MCWDB Staff, Maui County Partners, Nonprofit Partners, Community activists and past program participants.

Specifically, service providers and MCWDB staff will work together to build networking with the community in the following ways:

- **Homeless Individuals**- The American Job Center partners meet on the first Thursday monthly to strategize how to reach underserved populations with barriers to employment. The Adult and Dislocated Program providers do outreach at the Ka Hale A Ke Ola Homeless Shelter weekly in both Wailuku and Lahaina. The emphasis now is to identify and contact other homeless resource centers and nonprofits to bring them into the network.

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On Thursday, November 14, 2019, the Adult, Dislocated Worker and Youth Program service providers and the MCWDB Executive Director will make a presentation that will reach sixty nonprofit directors that serve a large percentage of the underserved populations in Maui County. We will have the opportunity to create interest in the AJC and to develop a referral network system.

- High School dropouts and other out-of-school youth- The MCWDB is planning to reach the nonprofit directors also and will serve this population through our referral system with specific emphasis of strengthening relationships with Maui Youth & Family Services, Hui Malama Learning Center, Maui Catholic Charities, It Takes An Ohana Foster Care Parenting, Family Life Center, and Parents and Children Together (PACT).

Since every High School has a career counselor in Maui County, they are keenly aware of those students that will not be eligible for graduation. They cannot share the names of those individuals but with access to information about the American Job Center, they can be added to the referral network.

- Former Juvenile and Adult Offenders- The MCWDB is planning to reach the nonprofit directors also and will serve this population through our referral system with specific emphasis of strengthening relationships with Maui Youth & Family Services, Hui Malama Learning Center, Maui Catholic Charities, It Takes An Ohana Foster Care Parenting, Family Life Center, and Parents and Children Together (PACT).

A typical case load for Maui County Parole and Probation Officers is 182 individuals. There are usually nine to ten Parole/Probation Officers at any given time. Planning to network with these individuals will glean not only a better understanding of this population but also would allow the development a new referral system.

- English Language Learners- The American Job Center is working on increasing tools to serve English Language Learners. Outreach for this population includes nonprofits and by providing informational materials to elementary schools like Likihai Elementary School which notes in their Annual budget that they serve forty different languages in one school, English Language Learners will have informational tools to seek services. The MCWDB will also have a new Board Member from the ILWU; which has an extremely high percentage of English Language Learners. We look forward to this added direct connection to a large number of English Language Learners and their families.

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- Individuals receiving public assistance- Efforts will continue to include TANF and the First to Work Program in our American Job Center. Further networks will be developed with Goodwill Industries, the Department of Human Services, Family Life Center, Maui Catholic Charities and Maui Economic Opportunity.
- Individuals with Disabilities- The American Job Center's Partner, the Division of Vocational Rehabilitation (DVR), is currently serving several times a week and is always available by phone. He is also available to those who require re-training due to on-the-job injuries.
- Individuals who have aged out of the Foster Care System- The MCWDB is planning to reach the nonprofit directors also and will serve this population through our referral system with specific emphasis of strengthening relationships with Maui Youth & Family Services, Hui Malama Learning Center, Maui Catholic Charities, It Takes An Ohana Foster Care Parenting, Family Life Center, and Parents and Children Together (PACT).
- Pregnant of Parenting Teenagers- Planning to increase networking referrals from Planned Parenthood, Malama Family Recovery, Maui Youth and Family Service, Hui Malama Learning Center, Department of Human Services, Malama I Ke Ola Community Clinic and other medical clinics throughout Maui.
- Other low income single parents- The MCWDB is planning to reach the nonprofit directors also and will serve this population through our referral system with specific emphasis of strengthening relationships with Maui Youth & Family Services, Hui Malama Learning Center, Maui Catholic Charities, It Takes An Ohana Foster Care Parenting, Family Life Center, and Parents and Children Together (PACT). In addition, flyers will be placed at public housing facilities such as Hale Makana O Waiale.

3. *What is the basis for participant counts per quarter? If any quarter has "0" participants, please provide a detailed explanation. What is the local area's strategy for meeting the participant counts each quarter?*

The participant counts per quarter were discussed and negotiated with our Workforce Development Council liaison. The MCWDB believes the real key to meeting our participant counts is three-fold as follows:

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- Expanding the American Job Center network and providing more education and outreach to agencies and nonprofit partners in the community to increase referrals to the center.
- Developing strategies and local area policies to remove the barriers of enrollment such as identification documents, selective service registration and proof of low income. At this time selective service registration for males above twenty-six is the biggest barrier to enrolling in the Adult Program. In a Workforce Development Council Executive Director meeting, Hawaii Legal Aid agreed to research a way to help those individuals that were not aware that they would never be able to access federal funding in their lives if they are not registered. Many males are not even aware of this requirement. The MCWDB also plans to inform the community through educational articles about this restriction.
- The MCWDB is working currently with all programs on co-enrollment across programs and increased networking with other programs such as Alu Like.

**4. How will you monitor service providers and the One-Stop-Operator?
What actions will be taken if a service provider falls short of recruiting participants or achieving performance outcomes?**

- Service Providers will be monitored on the following schedule:

Current Service Providers

August 2019	Youth Program monitoring
August 2019	Adult Program monitoring on Molokai
October 2019	Adult & Dislocated Worker Program informal monitoring
October 2019	Youth Program informal monitoring
December-Jan 2019	Youth Program informal monitoring
December-Jan 2019	Adult & Dislocated Program end of contract monitoring
March- April 2020	Youth Program end of contract monitoring

New Service Providers

April 2020	Adult & Dislocated Program informal monitoring
April 2020	Youth Program end of contract monitoring
July 2020	All Programs informal monitoring
Oct 2020	All Programs informal monitoring
Jan 2021	All Programs formal monitoring
Apr 2021	All Programs informal monitoring
July 2021	All Programs formal monitoring

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RFPs and new contracts will be written with a remedy and exit plan included. Those remedies and exit strategies are currently being developed.

- The One-Stop-Operator and the MCWDB staff work together regularly alongside all the AJC Partners to refine the effectiveness of services. The MCWDB also holds quarterly board meetings to review both program and fiscal results of the One-Stop-Operator. Reconciliation of the Partner IFA allocation expensed and reimbursement payments are conducted quarterly and reviewed at the MCWDB Meetings.

5. *What is the local area's policy for fiscal monitoring of service providers? How often is on-site and desk monitoring conducted?*

The MCWDB Fiscal Specialist oversees the service provider's fiscal monitoring. The policy on how often on-site and desk monitoring is conducted is being developed at this time between the Specialist and the MCWDB. There is no current policy to address a time table. A fiscal report is presented at every MCWDB meeting.

6. *Explain the intra-state and inter-state travel costs, describing specific plans for the travel funds.*

Intra-state travel costs are intended to cover expenses for MCWDB Board meetings for off island members of the Board, attendance at Workforce Development Council quarterly meetings, MCWDB monitoring of the Molokai office of the service provider and outreach to Molokai and Lanai.

Inter-state travel costs are intended to cover expenses for the MCWDB Chair, the MCWDB Executive Director and the MCWDB Fiscal Specialist to attend one mainland convention.

7. *Explain any planned equipment purchases: what is the purpose of each purpose, and how will it be procured.*

There are no equipment purchases planned at this time.

8. *Explain the One-Stop-Operator Budget. What is the basis for each of the estimated costs provided?*

The Maui County Business Resource Center houses the One-Stop-Operator (AJC). The Partners of the AJC reimburse partner allocation costs of the center as per the MOU that was signed and implemented in April of 2019. The partners are invoiced the advanced amount each quarter and the expenses are reconciled. Either a credit is deducted or a

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debit is added to that base amount. The One-Stop-Operator is supported in PY19 with a \$12,000 allotment from the LAC Budget.

The following are the percentages for each partner:

Maui County	24.11%
WIOA Adult Provider	11.17%
WIOA Dislocated Worker	11.17%
WIOA Youth Provider	5.36%
MEO (NFJP Program)	1.65%
Alu Like	0.00%
DCCA	15.38% (not a partner but supports the MCBRC)
Wagner-Peyser	13.84%
MEO (SCEP)	1.65%
TAA	1.65%
Unemployment Ins.	1.65%
AEFLA	1.65%
DVR	2.47%
Perkins (CTE)	1.65%
MEO (CSBG)	1.65%
Job Corps	1.65%

(TANF & JVSG were planned to have 1.65% each but did not sign MOU)

9. Does the local area require the One-Stop-Operator to provide an annual budget line items similar to "Budget Detail A"? If not, what is the format of the budget?

Not applicable.

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10. Describe the local area's Individual Training Account Policy and how ITAs are reported or how they are incorporated into the service provider's budget.

ITAs are the primary method to be used for procuring training services under WIOA Title 1 Adult and Dislocated Worker Programs. Utilizing ITA funding allows participants to choose training services from the Eligible Training Providers list in consultation with their case managers. They must be enrolled in either program and there must be demonstrated need for this training for the participant to gain employment.

ITAs and Career Training readiness must be separated in service provider budgets going forward. Individual Training Accounts are used for training that results directly in an industry recognized certificate to enable employment in an in-demand occupation. Career Readiness Training is training provided to increase participant's employment viability in the short term.

11. Describe the local support service policy.

The MCWDB is currently working on this policy to be included in the scope of services in the RFPs being developed.

12. Describe the policy for Rapid Response funds. Describe any plans for Rapid Response funds for PY19.

Currently there is no official plan for the Rapid Response funding. On August 27th, 2019, a team of six MCWDB Members, the MCWB Executive Director, service providers and the Director of the Office of Economic Development, will be attending a Rapid Response Training & Vision Mentoring Workshop. After that, the next Board meeting will have a discussion of whether to create a new position to manage this program, combine the funding with the Dislocated Worker RFP because it already had a lay-off aversion component, or put it out for RFP by itself

MAUI COUNTY
LOCAL WORKFORCE DEVELOPMENT AREA

**LOCAL WORKFORCE DEVELOPMENT BOARD MEMBERSHIP
 CERTIFICATION REQUEST**

By signing this form, the Local Workforce Development Board Chairperson and the Chief Local elected Official requests certification of its Local Board.

CURRENT MAUI COUNTY WORKFORCE DEVELOPMENT BOARD MEMBERSHIP

In the Chart below, list the individuals currently appointed to the Maui County Workforce Development Board, their titles, and their respective membership category (e.g. business, local education entity, labor organization, community-based organization, etc.)

NAME	TITLE/COMPANY	MEMBERSHIP CATEGORY
Leslie Wilkins	Maui Economic Development Board, Inc.	Section 107(b)(2)(A)
Cristina Schenk	Merriman's Restaurant	Section 107(b)(2)(A)
Deanna Garcia	Akimeka LLC	Section 107(b)(2)(A)
Kyoko Kimura	Aqua-Aston Hospitality	Section 107(b)(2)(A)
Bob Johnston	Hawaii Pacific Solar, LLC	Section 107(b)(2)(A)
Michelle Bruce	Goodfellow Bros., Inc.	Section 107(b)(2)(A)
Shirley Rawlins	Rawlins Chevron	Section 107(b)(2)(A)
Kwanza Woodson	HI Employment	Section 107(b)(2)(A)
Kimo Falconer	Maui Grown Coffee, LLC	Section 107(b)(2)(A)
Debbie Cabebe	Maui Economic Opportunity, Inc.	Section 107(b)(2)(B)
Bill Kamai	Carpenters Union Local 745	Section 107(b)(2)(B)
Ray Shimabuku	IBEW Local Union 186	Section 107(b)(2)(B)
Cyrus Kodani	ILWU, Local Union 142	Section 107(b)(2)(B)
Michael Rembis	Maui Health System, Kaiser Permanente	Section 107(b)(2)(B)
Kurt Ginoza	McKinley School for Adults	Section 107(b)(2)(C)i
Karen Hanada	UH, Maui College	Section 107(b)(2)(C)ii
Kay Fukumoto	Office of Economic Development	Section 107(b)(2)(D)i
Kevin Kimizuka	Workforce Development Division	Section 107(b)(2)(D)ii
Grant Wilson	Division of Vocational Rehabilitation	Section 107(b)(2)(D)iii

ATTACHMENT 3

Program Year 2017 (PY17)

Contract term: 10/17/17 – 6/30/2018

	Budget	Unspent funds return to WDC
Local Admin	54,175.00	0
Youth	178,339.00	37,074.05
Adult	160,417.00	23,517.41
Dislocated Worker	148,833.00	12,647.70
TOTAL	541,764.00	

Program Year 2018 (PY18)

Contract term: 7/1/18 – 6/30/2020

	Budget	Funds Available As of 7/31/2019
Local Admin	54,835.00	26,953.76
Youth	173,111.00	173,111.00
Adult	155,027.00	141,513.66
Dislocated Worker	167,818.00	142,151.81
TOTAL	541,764.00	