



WORKFORCEDEVELOPMENT
COUNCIL

ANNUAL REPORT

Building Hawaii's Workforce

State of Hawaii

Program Year 2018

July 1, 2018 - June 30, 2019

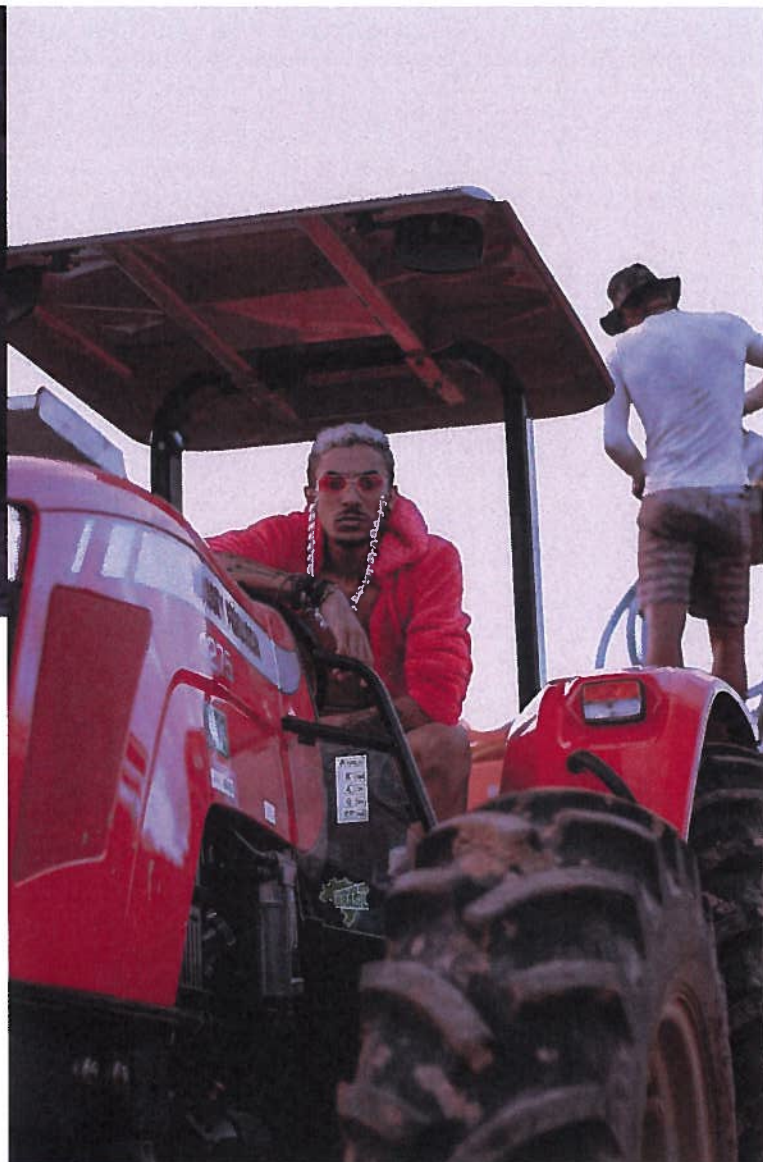


Photo credits (clockwise from top left):
Photo by Marc Szeglat @marcszeglat
Photo by Caique Silva @caiqueportraits
Photo courtesy of Lanakila Pacific
Photo by Fran Hogan @franagain

WORKFORCE DEVELOPMENT COUNCIL ANNUAL REPORT
PY18 – July 1, 2018 to June 30, 2019
TABLE OF CONTENTS

Overview	2
WIOA Performance Measures	2
Improving Workforce Performance	7
Workforce Research Initiative: Disconnected Youth	10
Understanding the On-Demand Workforce	11
Federal and State Workforce Investment in 2018	11
Eligible Training Providers List	13
National Reemployment and System Integration Dislocated Worker Grant..	13
Statewide Rapid Response Services	14
National Emergency Disaster Dislocated Worker Grants	15
Supporting Sector Strategies and Career Pathways.....	18
Building Capacity: AmeriCorp VISTA Volunteers.....	19
Statewide Success Stories.....	20
Workforce Development Council Members	23

Overview

The Workforce Development Council (WDC) administers and implements the Federal Workforce Innovation and Opportunity Act of 2014 (WIOA) for Hawaii. WDC is a State board comprised of 41 members, of whom the majority are private business sector members appointed by the Governor.

On behalf of the Governor, WDC works with partner agencies to implement a statewide comprehensive workforce development system that caters to jobseekers and businesses. Under WIOA, WDC's core partners are Adult Education in the Department of Education, Division of Vocational Rehabilitation in the Department of Human Services, and Wagner-Peyser, administered by the Workforce Development Division.

WDC also administers WIOA Title I funds that are allocated to the Workforce Development Boards (WDBs) on Oahu, Kauai, Maui and Hawaii Island. WDBs work through American Job Centers to deliver direct services in career development, employment and training to jobseekers with barriers to employment; help low-wage workers upgrade their skills; and provide resources to support businesses, including assistance with finding qualified workers. When a business experiences downsizing or a closure, WDC coordinates statewide rapid response services to assist workers who may be facing company downsizing or closure.

In addition, WDC manages the HireNet system, the statewide electronic job board, which links qualified jobseekers with employers at no cost to the public. HireNet also supports case management and generates performance and utilization reports. In Program Year (PY) 2018, 10,722 residents used HireNet. An additional 3,397 individuals registered for basic career services as Title III Wagner-Peyser participants, and another 778 youth and adults received individualized career services as Title I program participants. In total, nearly 15,000 people benefitted from the virtual one-stop career development resource. In addition, 535 businesses sought to set-up HireNet accounts during this program year. Currently, 7,711 businesses have enabled accounts on HireNet.

WIOA Performance Measures

Hawaii's PY 2018 performance measures improved compared to the previous program year. The Adult program had exceeded performance goals in all measures except for employment within six months of exiting the program. The percentage of adult participants who held employment within 12 months of exiting the program surpassed the target of 63.9% to an actual rate of 66.7%. The percentage of adult participants who earned a credential surpassed the target of 51% to an actual rate of 62.5%. Targets for two performance indicators would have been met if one additional participant in the Dislocated Worker and Youth programs had earned a credential. These two targets were missed by one percentage point. The Youth program had met the goal for employment, education, or training within

six months of exiting the program. The Youth program, however, remained weak in employment, education, or training within 12 months of exiting the program. Employment rates fell short of meeting targets in the Dislocated Worker program. Median earnings performed well for the Adult and Dislocated Worker programs, where adult participants earned \$5,367 in median wages and dislocated worker participants earned \$7,963 in median wages.

Table 1 shows the statewide target and actual performance outcomes in PY 2017 and PY 2018. The calculated performance scores are shown for each program year.

Table 1: Statewide WIOA Title I Performance Outcomes, Program Years 2017 and 2018

Indicator	PY 17 Target	PY 17 Actual	PY 17 Score	PY 18 Target	PY 18 Actual	PY 18 Score
ADULT						
Employment Rate, Q2	67.6%	47.1%	69.7%	68.6%	44.2%	64.4%
Employment Rate, Q4	63.9%	26.4%	41.3%	63.9%	66.7%	104.4%
Median Earnings	\$5,350	\$9,880	184.7%	\$5,250	\$5,367	102.2%
Credential Rate	51.0%	72.4%	142.0%	51.0%	62.5%	122.5%
Measurable Skill Gains		6.3%			18.4%	
DISLOCATED WORKER						
Employment Rate, Q2	74.0%	48.7%	65.8%	74.0%	49.5%	66.9%
Employment Rate, Q4	69.2%	46.6%	67.3%	70.4%	65.6%	93.2%
Median Earnings	\$6,776	\$8,450	124.7%	\$7,000	\$7,963	113.8%
Credential Rate	66.5%	89.2%	134.1%	66.5%	65.3%	98.2%
Measurable Skill Gains		5.7%			14.0%	
YOUTH						
Employment, Education, or Training Rate, Q2	59.0%	22.7%	38.5%	59.0%	59.1%	100.2%
Employment, Education, or Training Rate, Q4	55.9%	18.3%	32.7%	55.9%	46.5%	83.2%
Median Earnings		\$3,853			\$3,812	
Credential Rate	61.1%	35.1%	57.4%	61.1%	60.4%	98.9%
Measurable Skill Gains		18.4%			13.9%	

Notes:

1. Targets were not set for the Measurable Skill Gains performance indicator.
2. Reporting of the Youth program's median earnings to the federal government is not required.

Table 2 breaks down the State's PY 2018 performance outcomes by local areas. All columns are actual levels of performance. The statewide column is a copy of the PY 2018 Actual column from Table 1.

Table 2: Local Area WIOA Title I Performance Outcomes Comparison, Program Year 2018

Indicator	State wide	Hawaii	Kauai	Maui	Oahu
ADULT					
Employment Rate, Q2	44.2%	22.3%	80.0%	66.7%	82.7%
Employment Rate, Q4	66.7%	40.0%	72.7%	100.0%	75.9%
Median Earnings	\$5,367	\$2,640	\$2,412	\$7,870	\$6,760
Credential Rate	62.5%	77.8%	77.8%	0.0%	59.0%
Measurable Skill Gains	18.4%	42.9%	0.0%	0.0%	8.3%
DISLOCATED WORKER					
Employment Rate, Q2	49.5%	25.5%	66.7%	71.4%	74.1%
Employment Rate, Q4	65.6%	60.0%	38.5%	100.0%	70.9%
Median Earnings	\$7,963	\$7,366	\$4,034	\$6,986	\$10,269
Credential Rate	65.3%	100.0%	54.5%	0.0%	67.6%
Measurable Skill Gains	14.0%	42.9%	0.0%	0.0%	13.2%
YOUTH					
Employment, Education, or Training Rate, Q2	59.1%	84.6%		45.5%	56.3%
Employment, Education, or Training Rate, Q4	46.5%	35.7%		0.0%	54.5%
Median Earnings	\$3,812	\$3,446		\$3,812	\$3,894
Credential Rate	60.4%	78.6%		33.3%	57.6%
Measurable Skill Gains	13.9%	14.9%		0.0%	18.0%

Notes:

1. Youth data are not available for Kauai County, since no youth program services have been offered there since the end of 2016.
2. Reporting of the Youth program's median earnings to the federal government is not required.

The island of Oahu, administered by Honolulu County, outperforms all other counties in the employment and earnings indicators for the Adult and Dislocated Worker programs. Hawaii County, the big island, is the weakest local area in employment rates. Hawaii County performs well in earning a credential. When it comes to the Youth program, the situation is switched with Honolulu and Maui Counties not performing well in comparison to Hawaii County. Hawaii County does better in achieving employment, education, or training within six months of exiting the program and earning a credential for youth participants. The wide variability across the state keeps statewide performance outcomes low.

Despite failing to meet the target outcomes in more than half of the performance indicators, Hawaii County had the highest credential rate of all the local areas in all Title I programs. Hawaii County also had the second highest median earnings in the Dislocated Worker program and the highest employment, education, or training rate within six months of exiting the program in the Youth program. These are

notable accomplishments considering that Hawaii County continued to deal with the fall-out of dangerous lava flows precipitated by an earthquake in the spring of 2018. In addition, Hurricane Lane, the wettest tropical cyclone on record in Hawaii, hit the State in August of 2018, impacting the Big Island. Addressing the immediate safety needs and day-to-day concerns of Hawaii island residents added to difficulties in convening the local board and providing services. Hawaii County further encountered obstacles in securing a reliable service provider for its Adult and Dislocated Worker programs. Nonetheless, county staff stepped up to provide services and hired temporary staff to assist. A new service provider has been secured, which should help Hawaii County improve its services to island residents and meet performance goals.

Kauai County shared the distinction of the highest credential rate in the Adult Program with Hawaii County. Kauai also had the second highest adult employment rate within six months of exiting the program. However, the Dislocated Worker program fell short of target outcomes for all performance indicators. Kauai County may be at a serious disadvantage compared to the other local areas when looking at the median earnings of participants. As the smallest county with numerous small family-run businesses with low wages, achieving the target outcome is an ongoing challenge. Further, the small community doesn't attract large employers with higher wages since it costs more to do business there. Also, Kauai County has had difficulties in securing a youth service provider. State and county workforce professionals continue to work on finding an effective service provider.

At the end of the program year, Maui County had satisfactory outcomes for the Adult and Dislocated Worker programs for all performance indicators except credential rate. This was slow in coming, however. For the first half of the program year, Maui County reported zero participants for the Adult program. The County had incurred high expenses relative to the numbers of participants served in the Adult and Dislocated Worker programs. This resulted in a high cost per participant rate for the Dislocated Worker program throughout the program year and for the Adult program in the second half of the program year. The lack of Adult participants and the high expenditures were causes for concern. Additional levels of monitoring by WDC staff on the Local Board resulted in improved performance – albeit in small participant numbers – in the second half of the program year. The 100% rate in employment within 12 months of exiting the program is based on small numbers of adults and dislocated workers.

Although the lack of any credentials earned by any of the participants in the Adult and Dislocated Worker programs is a serious concern, the Local Board and service provider have since developed an Individual Training Account policy and are building up the eligible training provider list to correct this issue. Maui County's Youth program continued to experience a high turn-over rate with a half-time case management position, which impacts program performance measures. However, the service provider has recently identified a means to achieving position stability and may have addressed the turn-over issue.

Tables 3 and 4 show the State's performance outcomes in serving employers effectively. Table 3 compares the statewide outcomes in PY 2017 and PY 2018. Table 4 breaks down the PY 2018's outcomes by local areas.

Table 3: Statewide Effectiveness Serving Employers, Program Years 2017 and 2018

Indicator	PY 17 Percent	PY 17 Employer	PY 18 Percent	PY 18 Employer
Retention with the Same Employer Rate, Q2 and Q4	65.1%		49.1%	
Employer Penetration Rate	6.5%	2,740	5.5%	2,443
Repeat Business Customer Rate	45.4%	1,423	34.9%	1,560

Note:

Total employers in PY 2017 was 42,050 and in PY 2018 was 44,547.

Table 4: Local Area Effectiveness Serving Employers Comparison, Program Year 2018

Indicator	State wide	Hawaii	Kauai	Maui	Oahu
Retention with the Same Employer Rate, Q2 and Q4	49.1%	52.1%	54.1%	44.8%	49.0%
Employer Penetration Rate	5.5%	0.9%	0.5%	0.7%	3.4%
Repeat Business Customer Rate	34.9%	33.0%	35.3%	32.6%	35.9%

The percentage of WIOA Title I participants who were employed with the same employer within six and 12 months of exiting the program was at 65.1% in PY 2017 and 49.1% in PY 2018. The break down of this outcome across the state was around 50% with little variability. Only Maui County reported the lowest retention rate.

The percentage of employers that used workforce system services was very low in PY 2017 and PY 2018. The employer penetration rate had decreased in 2018. This could be due to lack of awareness and knowledge that services are available. Despite the low penetration rate, the percentage of repeat business from those employers that chose to continue using services more than once was relatively high at 45.4% in PY 2017 and 34.9% in PY 2018. The top service that has been sought in both program years was "Workforce Recruitment Assistance." The second and third services sought by employers were "Employer Information and Support Services" and "Untapped Labor Pools Activities," respectively. Few employers used "Strategic Planning/Economic Development Activities" and "Training Services."

Across the state, the island of Oahu had the highest employer penetration rate in PY 2018. Hawaii, Kauai, and Maui Counties showed very low employment penetration rates at less than 1%. Despite the very low penetration rates, the percentage of repeat business in all counties was consistent at one-third of all employers that used workforce system services.

Improving Workforce Performance: Training and Technical Assistance

I. Technical Assistance

HireNet Training: March 4-8, 2019,

The Workforce Development Council (WDC) has provided HireNet training and related technical support to the local boards and American Job Center staff statewide regularly throughout the year. During the week of March 4-8, the WDC Workforce Data Coordinator and an assigned trainer from Geographic Solutions, the vendor for HireNet Hawaii, traveled to each county to provide overall system training and to preview the Hawaii Online Workforce Referral System for WIOA core and mandatory partners and AJC staff. The HireNet training educated staff on completing a WIOA registration, conducting basic skills assessments, developing an individual employment plan and managing case notes. In addition, the training informed staff on how to record measurable skills gains and conduct program exit follow-up services.

Maher & Maher: April 9-11, 2019

The US Department of Labor (USDOL) approved technical assistance for Hawaii. Maher & Maher consultants were contracted to facilitate understanding and collaboration to assist local boards to negotiate Memorandum of Understanding and Infrastructure Cost Agreements with core and mandatory partners. Additional goals included communicating the benefits to partners to co-locate in the American Job Centers and sharing best practices from other States on fully comprehensive functioning centers. After the training, the consultants developed a statewide plan on how to achieve success at the American Job Centers. The two trainers and two representatives from USDOL travelled to each county for individualized assistance.

Rapid Response and Business Services Training: August 27, 2019

Jeff Ryan, Business Engagement Specialist from the USDOL Employment and Training Administration in Washington, DC provided technical assistance and training related to business services and rapid



response strategies and working practices in an all-day training held on August 27. Marian Esver, USDOL Region 6 and Hawaii's Federal Project Officer provided technical

assistance and federal updates to attendees. Approximately 65 local area and state staff from each county's local boards, American Job Centers, service providers, core and mandatory partners and board members participated. Ryan and Esver challenged attendees to develop a rapid response and business engagement vision statement for each of their local areas. They encouraged sharing of accomplishments and the great things that are being done at the AJCs as well as plans to improve and/or initiate things that will enhance business services. Ryan and Esver asked for commitment from everyone to provide continuous improvement, and a representative from each local area was identified to take the lead for their community and report and share on a quarterly basis with USDOL via conference calls. The follow-up calls and ability to interact directly with USDOL officials have provided productive incentive to improve the rapid response and business services in each area.

HireNet Training (Hawaii County): October 14, 2019

WDC provided HireNet training and related technical support to the Goodwill Hawaii staff, the new American Job Center service provider for Hawaii County. On October 14, the WDC Workforce Data Coordinator traveled to Hilo to provide overall HireNet Hawaii system training to staff.

Ongoing Technical Assistance Year Round

WDC staff are assigned to each county and offer technical assistance regularly throughout the year. From daily one-on-one calls, emails and monthly conference calls with program and fiscal staff, they maintain open communications on projects and deadlines. WDC staff have visited each of the local boards for orientations and to provide updates and guidance, as needed.

The WDC established Statewide Executive Directors meetings comprised of administrators from Hawaii, Kauai, Maui and Oahu who have been meeting every other month in various local areas and touring the AJCs. The administrators share their challenges, working practices, projects and ideas and help each other carry out WIOA regulations and guidelines, and develop high functioning local boards and AJCs.

II. Statewide Business Services Framework Plan

WDC's Business Services Framework plan recognizes that establishing relationships with employers is essential to developing ongoing, consistent, and sought-after services with them. Developing business services teams at the AJCs is in its beginning stages. The strategy for layoff aversion is for the business services teams to develop relationships with employers in their local areas; use the networks of the private sector employers on their local boards to expand their contacts and to provide information on industry trends and to identify potential red flags; develop other sources of early information on potential issues within their local areas; and develop responses to address identified issues. The private sector employers on the local WDBs serve as mentors to the business services team.

Local WDBs have started to establish Employer Engagement committees of their boards. These Committees will help develop the teams, provide guidance and recommendations, ensure professional development, establish specific goals for the teams, and track progress.

III. Increasing Knowledge about Hawaii's Workforce: Community Research Presentations

A. The Underserved Populations in Hawaii

The WDC completed a report on the underserved population in Hawaii and shared it with the local boards, AJCs, WIOA partners, and WDC. The report looked at the underserved by age, gender, and geographic breakdowns to give the local boards and AJCs better insight into the types of underserved jobseekers there are in each county, and where these underserved jobseekers might be. The report also included labor force participation and unemployment rates. The data primarily came from the American Community Survey 5-Year Estimates (2012-2016).

In order for workforce development programs to maximize their effectiveness, state and local programs need to develop strategies to improve access for underserved populations. Underserved populations include veterans, racial minorities, those with disabilities, and those with low levels of income or literacy. While the state of Hawaii has a smaller percentage of people with disabilities and a lower rate of poverty than the U.S. national average, there is a significant range of values across the counties that the State's average masks. Similarly, while the State has a higher proportion of veterans than the national average, these veterans are concentrated on the island of Oahu. Thus, each county requires unique strategies to address its unique underserved population.

Links:

<https://labor.hawaii.gov/wdc/files/2018/12/Hawaii-Underserved-Population-Research-7.25.18.pdf>

<https://labor.hawaii.gov/wdc/files/2018/12/PPT-Underserved-Data-from-Wayne-Liou-7.13.18.pdf>

B. "Hawaii Laborshed: Who Stays, Leaves, and Comes"

Another completed research project examined the workforce flow from residence to place of work through interactive tables and maps. The study used publicly available workforce flow data from the Longitudinal Employer-Household Dynamics, Origin-Destination Employment Statistics data set for 2015 from the U.S. Census Bureau. This information can provide local boards and AJCs a better understanding of where to conduct outreach to its client base, whether it be outreach to workers at residences or places of work, or outreach to employers. In addition, employers can use this information to make informed decisions on relocation or expansion. Finally, planners, economic developers, and policy makers can evaluate whether worker and employer needs are being met with regard to infrastructure and economic development policies.

Links:

Map that shows flow (note that if a drilldown is selected, the bottom map with the flow lines won't display): https://public.tableau.com/shared/477DM44BT?:display_count=yes

Table that includes percentages:

https://public.tableau.com/views/Laborshed1_1/Sheet2?:embed=y&:display_count=yes

Workforce Research Initiative: Disconnected Youth

Disconnected youth, also known as unattached youth, are young adults who are disconnected from society by not being attached to an educational institution or a job. Broadly speaking, disconnected youth are not attending school and are not employed. The age range for disconnected youth can vary, but generally the range is 16 years old to 24 years old. Some research on disconnected youth add other characteristics to narrow the definition, such as whether the young adult has a spouse who is in school or employed.

Hawaii has the 17th highest disconnected youth population as a percentage of young adults in the nation, behind the southern and Appalachian states and Alaska. Approximately 14.5% of people aged 16-24 in Hawaii are neither in school nor at work, compared to the national average of 13%. A major reason for such a high rate of disconnected youth is the low rate of school attendance. The low unemployment rate in Hawaii means a larger percentage of disconnected youth in Hawaii are not in the labor force (as opposed to unemployed), which could be a concern. Though the school enrollment numbers might suggest otherwise, high school graduation rates are higher and college attendance and graduation rates are lower in Hawaii compared to the U.S.

Hawaii's disconnected youth are far more likely to stop looking for jobs due to family responsibilities, compared to the nation as a whole, but this could be due to having more family responsibilities, being more likely to stop school and work because of the family responsibilities, or a combination of both. Family responsibilities fall mostly under three categories: taking care of an elderly family member, taking care of children, or taking care of a disabled family member (who could also be a senior or a child).

The literature on disconnected youth points to certain populations that have a higher percentage of disconnected youth. Females and racial minorities (except for Asians) tend to have higher percentages of disconnected youth. Having low education or low income increases the likelihood of being a disconnected youth. Young people living outside of urban centers and suburban areas have higher rates of disconnection. Language proficiency and citizenship also play a role in youth disconnection. Some literature notes that someone who is married to a connected spouse, i.e. a spouse that is in school or working, can reduce how disconnected that person is, as he or she can maintain some sort of social connection through the in school or working spouse. Furthermore, an employed spouse can earn income for the household.

Not-in-labor-force disconnected youth in Hawaii consistently report less of a desire for obtaining a job, compared to not-in-labor-force disconnected youth across the nation. In fact, the gap between national disconnected youth and Hawaii disconnected youth desire for a job increases as barriers to employment decreases and "need" for employment increases. The gap between all national and Hawaii disconnected youth is approximately 5 percentage points, while the gap between national and Hawaii disconnected youth who do not have dependents (older individuals in the household, own children in the household, or a disabled parent or spouse in the household), and thus have fewer limitations to participating in the labor force, increases to 7 percentage points. For disconnected youth who have no dependents and who are below the poverty line, who might "need" to work due to having a low income, the gap for wanting a

job increases to over 16 percentage points. This gap could be even larger, as the official federal poverty line doesn't take into account local costs that could affect the "need" to work; disconnected youth in Hawaii below the poverty line probably "need" to work more than those in the nation in general, due to the high cost of living in Hawaii.

Links:

<https://labor.hawaii.gov/wdc/files/2019/06/Disconnected-Youth-Executive-Summary-2.0.pdf>

<https://labor.hawaii.gov/wdc/files/2019/06/Disconnected-Youth-Online.pdf>

Understanding the On-Demand Workforce

The National Governor's Association (NGA) has initiated a pilot program to study the on-demand workforce. Hawaii was one of seven states selected to participate along with Connecticut, Pennsylvania, Maryland, New Jersey, Alaska and Colorado on the State Collaborative Consortium to Understand and Support the On-Demand Workforce. The goal is for these States to work together to research the on-demand (gig economy) workforce, develop policies for their respective States, and provide the foundation for national policy. There is little extant data in the area of on-demand workers, who are irregularly scheduled workers. The kick-off meeting was held on September 27 - 28, 2018, in Denver, Colorado.

The project is divided into two phases: (1) research for data and finding out about these types of workers; and (2) policy development to help support the economic security of on-demand workers. WDC is the lead agency for Hawaii's team. In-state partners include the Research and Statistics Division of the Department of Labor and Industrial Relations, the Research and Economic Analysis Division of the Department of Business, Economic Development, and Tourism, the Data eXchange Project and Hawaii P-20, and the University of Hawaii Community Colleges. Due to the large number of people working in the construction and tourism industry, WDC plans to focus on construction workers, freelancers and independent contractors in the construction and tourism industry, and the full-time irregularly scheduled shift-workers that are prevalent in the services and accommodations sector. In 2020, the Hawaii team plans to conduct a statewide survey to develop a benchmark for on-demand workers. The national pilot program continues through March 2020.

Federal and State Workforce Investment in 2018

Workforce development amounted to more than \$101 million. Of this total amount, the State of Hawaii provided 56.6% of the funds and the U.S. federal government provided the remainder at 43.4%. Table 5 shows the breakdown of funding by organization. The State of Hawaii Department of Labor and

Industrial Relations received the most federal funds. The State of Hawaii Department of Human Resources, various non-profit organizations, the State of Hawaii Department of Defense, and the State of Hawaii Department of Education were the next organizations to receive significant amounts of federal funds in ranked order. While the University of Hawaii received only 2.5% of federal funds, the University of Hawaii received the most state funding at 31.2%. The State of Hawaii Department of Human Resources and the State of Hawaii Department of Education received significant shares of state funding.

Table 5: Federal and State Funding for Workforce Development, 2018

Agency/Organization	Federal Funding	State Funding	Total Funding	Federal Share	State Share
Non-profit Organizations	\$6,812,598	\$0	\$6,812,598	6.7%	0.0%
State and County Housing Agencies	\$838,231	\$0	\$838,231	0.8%	0.0%
State Department of Business, Economic Development, and Tourism	\$0	\$1,500,000	\$1,500,000	0.0%	1.5%
State Department of Defense	\$5,100,000	\$1,700,000	\$6,800,000	5.0%	1.7%
State Department of Education	\$4,751,504	\$9,795,809	\$14,547,313	4.7%	9.7%
State Department of Human Resources	\$8,964,190	\$9,868,665	\$18,832,855	8.9%	9.8%
State Department of Labor and Industrial Relations	\$14,650,773	\$2,349,836	\$17,000,609	14.5%	2.3%
State Department of Public Safety	\$159,707	\$507,305	\$667,012	0.2%	0.5%
University of Hawaii	\$2,531,980	\$31,507,613	\$34,039,593	2.5%	31.2%
Total	\$43,808,983	\$57,229,228	\$101,038,211	43.4%	56.6%

Workforce investment dollars benefit youth and adult jobseekers and workers, particularly those who are at risk of not achieving a successful career. Workforce investment dollars provide career development, basic employment services, continuing education, occupational skills training, and access to labor market information. Those with barriers to employment or who are laid off are provided priority access to program resources and support services.

Target populations include adults with disabilities or those receiving social services, adults in correctional facilities, workers who are laid off due to foreign trade, low-income unemployed seniors, and those about to exhaust unemployment insurance benefits. Adult education students, postsecondary students, and farmworkers can also benefit from workforce funding.

Among young people, workforce development dollars target high school dropouts, as well as low-income youth who are basic skills deficient, English language learners, or in need of help completing

their education or securing work. In addition, youth programs prioritize investing in youth who are offenders, homeless, runaways, Native Hawaiian, teen parents, in foster care, or have a disability.

Businesses can benefit from the provision of timely labor market information, and the development of a high-quality workforce for in-demand occupations and industries in Hawaii's tight labor market.

Full-color brochure and interactive graphs of funding data:
<http://labor.hawaii.gov/wdc/workforce-development-funding/>

Eligible Training Providers List

WDC updated the Eligible Training Provider Policy by issuing WIOA Bulletin 10-16 Change 1 on July 3, 2018. The bulletin clarified that each local board must establish Eligible Training Provider List (ETPL) policies and procedures for their respective local areas and that each local board must establish the in-demand industries and in-demand jobs that qualify for the ETPL in their local area policy. These criteria must also be included in their local plans.

The change also created a new Eligible Training Provider (ETP) webpage accessed through the WDC home page. The original Kumuao website, a stand-alone-site was taken down, and providers no longer input information into that site. The new format includes links to each program of study which show the courses necessary to graduate from the program. This enables the participant and case manager to have the information necessary to create a training plan.

This ETP site will eventually be replaced by an ETP module integrated into the new participant management information system, which will be operational in July 2020.

The policy also clarified procedures to add registered apprenticeships to the ETPL and simplified the application process for University of Hawaii system schools. In response to ETP concerns that career service and pre-vocational service programs would no longer be listed, a list of these programs was added to the website.

The University of Hawaii Community Colleges (UHCC) are the major providers of training in all local areas. WDC staff met with both the non-credit and credit directors, deans, and vice-chancellors to provide information about the programs of study that qualify for the ETP and clarify the new criteria; including the availability of the new career service/pre-vocational course list. WDC has also been working with the UHCC and the Data Exchange Partnership to provide the required performance data for the UHCC programs.

National Reemployment and System Integration Dislocated Worker Grant

In 2016, the WDC was awarded the National Reemployment and System Integration Dislocated Worker Grant (RSI-DWG). A portion of the funds was used to develop the Hawaii Online Workforce Referral System. The Hawaii Online Workforce Referral System was developed to streamline the application

process for individuals who seek employment services and to integrate the participant management systems of WIOA Titles I, II, III & IV. Through the use of the referral system, individuals create an account, and complete a brief question set to determine if they qualify for any WIOA services. If an individual qualifies for WIOA services, American Job Center staff, nearest to the individual, will contact the individual to schedule an appointment for WIOA registration. The easy accessibility of completing the referral form online to determine qualification as opposed to having to visit the American Job Center provides valuable time savings for busy individuals.

In addition to the development of the Hawaii Online Workforce Referral System, the RSI-DWG funds allowed for the WDC to utilize a third-party organization to conduct important surveys on its participant management information system, HireNet Hawaii. The surveys focused on the three user groups of the system: jobseekers, employers and staff. The surveys were seeking their feedback on the use of the system, which led to recommendations on improving the system for all user groups.

Statewide Rapid Response Services

Statewide rapid response activity for dislocated workers is supported by American Job Centers (AJCs) located on Oahu, Maui, Kauai and Hawaii Island. Local area AJC rapid response teams (Team) and WDC collaborate to plan and conduct rapid response activities that help dislocated workers return to work as quickly as possible following layoff or job loss. Statewide during this period, rapid response sessions were conducted with eight businesses serving 336 individuals.

Oahu Rapid Response

The DLIR and WDC received 24 Worker Adjustment and Retraining Notification (WARN) letters from Oahu businesses between July 1, 2018 and June 30, 2019. The WDC followed up on 18 news reports and/or rumors of struggling businesses. The Oahu AJC rapid response Team conducted five support sessions that served a total of 216 individuals. Four of those individuals later visited the AJC for follow up services. The WDC and Oahu rapid response Team also worked with four businesses that only wanted printed AJC flyers and information about filing an unemployment claim.

Hawaii County Rapid Response

Between July 1, 2018 and June 30, 2019, the DLIR and WDC received five WARN letters from Hawaii County businesses. During this period, the Hawaii County AJC provided one rapid response session in Hilo and one in Kona. A total of 90 people participated in those two sessions.

Kauai Rapid Response

The DLIR and WDC received one WARN letter from Kauai businesses for this time period. The Kauai AJC conducted one rapid response session for a total of 25 people. Three individuals were referred to WIOA and six received Reemployment Services and Eligibility Assessment (RESEA) program services.

Maui Rapid Response

The DLIR and WDC received four WARN letters from Maui businesses during this period. The Maui WDD office provided rapid response assistance to five workers from one company. The dislocated

workers traveled to the Maui AJC to receive their assistance. The WDC referred two individual inquiries about WARN violations to the WDD for enforcement.

Under the rapid response policy issued in July 2019, Rapid Response funds are distributed to local boards that are responsible for administering the funds. They determine the best method to provide rapid response services for their communities, including contracting a service provider.

Rapid response teams are comprised of staff from various programs from the AJCs and other partner programs which may not be co-located at the centers. Once a rapid response session is scheduled, a unique code is used in HireNet Hawaii to track the attendees/companies that utilize rapid response services. This tracking system allows the AJCs to collaborate with AJC partners to co-enroll dislocated workers into all WIOA programs for which they are eligible. Attendees at rapid response sessions are asked to sign in with their contact information allowing AJCs to follow up. Rapid response recipients can also be tracked through Unemployment Insurance services.

WDC issued WIOA Bulletin 31-19 Statewide Rapid Response /Layoff Aversion Policies and Procedures, see this link: <https://labor.hawaii.gov/wdc/files/2019/07/WIOA-Bulletin-31-19-Rapid-Response-Layoff-Aversion-Policy-7.3.19.pdf>

National Emergency Disaster Dislocated Worker Grants

The Hawaii disaster grants are considered post-emergency or recovery programs because they are only available after the Federal Emergency Management Agency (FEMA) declares that individual assistance will be available. This declaration is made weeks after the disaster and only after an assessment of the damage is completed, well after the emergency response for health and safety. While the Statewide Rapid Response Coordinator attends emergency management telephone conferences and meetings, WDC and AJC staff are more closely aligned with the status and activities of the Unemployment Insurance division of DLIR. Qualifying for Disaster Unemployment Assistance is one of the eligibility factors for the disaster grant and receives the most inquiries. The rapid response teams provide outreach at disaster and community-designated sites, provide information, register participants on-site where possible, and refer others to services at the AJC and co-enroll if participants are eligible.

The island of Kauai experienced a severe rainstorm in April 2018, and Hawaii Island experienced a volcanic eruption in May 2018. FEMA declared both events national disasters, which allowed the state of Hawaii to apply for disaster assistance. The WDC applied for, and was awarded, two US Department of Labor (USDOL) Disaster Dislocated Worker Grants (DWG) to help impacted communities recover through workforce assistance. The \$500,000 award for Kauai and the \$3.5 million award for Hawaii Island covers temporary employment wages and support services for grant participants through June 2020. After the participant has worked their permitted hours, they can seek continued assistance of services provided by the AJCs to secure further employment.

In late 2018, the WDC and local area AJC rapid response teams conducted multiple information and recruiting sessions on both Kauai and Hawaii Island. During those sessions, AJC teams determined individual and worksite eligibility for grant participation. AJC staff helped individual applicants register on HireNet Hawaii and co-enroll participants in all WIOA support programs for which they were eligible.

Kauai Severe Storms (April 2018)

Due to the amount of time that passed between the April 2018 flooding and receipt of USDOL Dislocated Worker Grant funding in late June 2018, the Oahu Workforce Development Board (WDB) determined that East Honolulu no longer needed disaster workforce assistance. Most of the impacted Oahu community had already recovered using other funding streams. Workers who were impacted by the storm and wanted assistance were served at the Oahu American Job Center. In a letter to the WDC, the Oahu WDB transferred its portion of the grant monies to the Kauai County WDB.

Between April and May 2018, the WDC and Kauai AJC participated in four community-sponsored events that focused on island wide disaster recovery assistance in Koloa, Anahola, Hanalei, and Lihue. A total of 505 people attended those meetings. Later in the year, the WDC and Kauai AJC held two information and recruiting sessions on the north shore in Hanalei; September (13 attendees) and October (7 attendees). In October 2018, the WDC also gave three radio interviews on KKCR Kauai Community Radio and one on statewide Hawaii Public Radio.

Between April 2018 and June 2019, north shore Kauai businesses and residents struggled to rebuild their lives and recover damaged island infrastructure, including 12 landslides that closed the Kuhio Highway just past Hanalei. For more than a year, tourism was prohibited beyond Hanalei and residential ingress and egress to the area were restricted to three scheduled convoys per day. When Kuhio Highway reopened in June 2019, area residents were able to travel freely between their homes and the rest of the island, and north shore tourism returned.

Between October 2018 and May 2019, there were three active disaster recovery worksites and six workers on Kauai. To date, two recovery worksites remain registered. The National Tropical Botanical Garden Limahuli Preserve temporarily employs workers to repair infrastructure damage and to maintain integrity of the established plant collections. Makana O Kauai, a SCUBA-based debris collection project removes storm debris from nearshore waters and coral reefs. The humanitarian recovery project, Mea'ai on Wheels, provided 88 meals each week to impacted elderly, frail and sick isolated north shore residents through May 2019. The project wrapped up following announcement of the Kuhio Highway reopening to the public, and loss of matching county operating funds.



Individual participation in the Kauai DWG has been lower than planned. The primary recruitment barrier is eligibility documentation. Many north shore residents impacted by the April 2018 flooding live a subsistence lifestyle -- bartering and under-the-table work -- and are unable to provide the required tax records, pay stubs, or other documentation that would facilitate participation. Limitations on permitted work is a barrier to recruiting disaster recovery worksites. Recovery work is limited to demolition, repair, renovation and reconstruction of damaged and destroyed public and private non-profit structures and facilities located within the disaster area. The highest priority is given to public facilities. Due to poor community response on Kauai, target grant participation was reduced from 175 to 25 individuals and five worksites.

Kilauea Lava Eruption (May 2018)



Following the May 2018 eruption of Kilauea Volcano on Hawaii Island, the WDC applied for and received a second USDOL Disaster DWG award. With support from the Hawaii County Research Office, the WDC and Hawaii Island AJC conducted three East Hawaii DWG information and recruiting sessions in June 2018. A total of 75 people attended those sessions in Volcano (26 attendees), Pahoa (33 attendees) and Hilo (16 attendees).

Two businesses and 15 workers have participated in the Hawaii Island DWG. At the University of Hawaii Hilo College of Tropical Agriculture and Human Resources (CTAHR) Waiakea Station, an agriculture technician is working to recover the local agriculture industry through pest and disease research, and healthy starter root stocks. At Hawaiian Sanctuary, workers are recovering the demonstration farm, which offers free subsistence agriculture classes and serves as a community gathering place.

The WDC contracted a staffing agency on each island to manage DWG payroll services and to match eligible dislocated workers with approved worksites.

Similar to Kauai, the Hawaii Island subsistence economy is a barrier to recruiting individual and worksite participation. Due to poor community response, target participant numbers were reduced from 200 to 50 individuals, and five worksites. To increase recruitment and enrollment of workers and worksites on both Kauai and Hawaii Island, the WDC plans to contract a Project Operator.

Disaster Grant Success Stories

On Hawaii Island, the DWG worker assigned to the CTAHR worksite was permanently hired by the company as an agricultural technician. Also, the Hawaiian Sanctuary worksite owner, supervisor, and workers have repeatedly told the WDC that receiving this grant literally saved their lives. They lost homes, personal belongings, and jobs to the volcano's fiery lava flow. The workers have told WDC that the DWG gives them a reason to get out of bed each morning. While there is still infinite recovery work to complete, progress to date has allowed the facility to restart its community education classes and return to its role as a community gathering place.



On Kauai, USDOL federal officers noted the SCUBA-based recovery project as a promising practice. The USDOL Employment and Training Administration, upon experiencing first-hand the magnitude of the recovery program by scuba divers, “commends the clean-up effort performed at the Makana O Kauai – Hanalei, Haena and Wainiha worksites. The worksites are located at Hanalei Pier, where the marine ecosystem was compromised by the debris that was washed into the ocean from the April 2108 flooding disaster. One scuba diver (an enrolled participant) and a crew of three intermittent volunteers have facilitated removal of debris to preserve the pier

and adjacent ocean rim's coral formation. Since October 2018, thousands of pounds of debris from four different sites have been removed. The scuba worker performs both the diver and equipment preparation/cleaner recovery activity. Debris collected has included household appliances, vehicle and boat parts, green waste, golf balls, various household items, plastic materials, wood platform, lead weights, fishing line, tires, batteries, flooring, carpet, mattress, rope, cans, tarp, shoreline debris plastics, tin roof, and a toilet. The debris is recycled when possible; otherwise it is deposited in the local landfill. The clean-up activity has resulted in residents and tourists returning to popular swimming areas because they are safer to access and there is much less debris washing ashore.”

Supporting Sector Strategies and Career Pathways

The goal of Hawaii's sector partnerships is to provide a venue for industry leaders to collaborate on priorities to strengthen and grow their sector on things that cannot be adequately addressed by individual companies. Sector partnerships also bring together support partners (education, workforce development, economic development, other stakeholders), to leverage and focus resources on industry-defined priorities. In 2018-2019, there were four active sector partnerships across the state: the Maui County

Healthcare Partnership, the Oahu Healthcare Sector Partnership, the Oahu Engineering Partnership, and the Education Partnership.

The Maui County Healthcare Partnership (MCHP) was recognized as exemplary and their convener, the Maui Economic Development Board, was invited as faculty to a national sector partnership training. The MCHP's initiatives included an inventory of available work-based learning opportunities and placements of students into internships, career shadowing, and industry tours. The MCHP also created a medical map to ease/increase provider referral and collaboration, as well as increase patient access to care.

The Oahu Healthcare Sector Partnership inventoried healthcare workforce supply and demand – the first survey of its kind across the state. The survey captured the available education and training programs for specific healthcare occupations, and current workforce demand and five-year projections. Ten workforce priorities have been identified and industry leaders are spearheading efforts. The Partnership also experienced success with reducing the number of avoidable emergency room visits by a high utilizer population by over 60% through care coordination and collaboration across organizations.

The Engineering Sector Partnership's goal is to grow the talent pipeline into engineering. The priorities included recruiting mid-level engineers to return to Hawaii, increasing internships for college students, and building youth interest in engineering. Industry members also participated in a third-party review of the state procurement system to reduce time and barriers to permitting and procurement.

The Education Partnership identified K-12 teacher shortage as their priority for collaboration and identified three committees for action: infrastructure, pathways, and supply & retention. Members include the Hawaii State Department of Education, Kamehameha Schools, the Hawaii Association for Independent Schools, and the University of Hawaii College of Education. The WDC will continue to support these industry-led partnerships to collaborate on their identified priorities.

The WDC supported a technical education conference held on January 25, 2019 at the Hawaii Convention Center. WDC partnered with the Hawaii Association for Career and Technical Education and provided funding to support accommodations for a national speaker and registration fees for up to twelve WDC board members and staff. For the first time, the Association allowed a workforce related workshop for attendees to learn how educators can utilize the many functions of the HireNet Hawaii system such as labor market information, online career exploration, job searching, and example review of lesson plans to integrate career development into the classroom. The WDC has committed to supporting the conference in 2020 and providing two workforce workshops.

Building Capacity: AmeriCorp VISTA Volunteers

The Corporation for National and Community Service, better known as AmeriCorps VISTA, is a national service program designed specifically to fight poverty. VISTA members are involved in indirect service that focuses on community involvement, generating resources, operational analysis, and

developing policies, procedures and programs that improve capacity building efforts. In an effort to increase capacity, WDC applied for VISTA services to provide local Workforce Development Boards with another “staff” person to assist with possible responsibilities such as identifying program and service gaps, develop policies to ensure consistent statewide American Job Center operations, develop outreach efforts for jobseekers and employers, and expanding pathways out of poverty for low-income communities by tapping community assets, resources, and training programs for in-demand jobs. AmeriCorps VISTA offered two VISTA workers and will cover the cost for the first year. During the next program year, one VISTA worker will be located in WDC in Honolulu, and another one will work in Maui County.

Statewide Success Stories

Wyatt (Waika) Kalamau-White – Youth Program Participant

Wyatt is a resident of Papakolea and is a 2017 Roosevelt High School graduate on Oahu. He showed his determination and focus by graduating even though he had friends who would constantly not go to school. He decided early on that he would not be a follower. Even at home he was surrounded by examples of a path that he did not want for himself, with his brother and father both being incarcerated at times. Since graduation he has managed to stay out of trouble and obtained his first official job working at Pacific American Lumber with a connection from an uncle. Unfortunately, it only lasted a month before he decided that it wasn't for him due to differences with other workers. He jumped at the opportunity to be a part of the youth program after a friend told him about the construction training program through Building Industries Association (BIA). He enjoyed his training and completed the class on November 9, 2018. After participating in a community service activity working with the maintenance crew, he was offered a position from the owner of the company. He now works for JB Maintenance and makes \$12/hour.



Francine Fong – Dislocated Worker Program Participant



Francine worked for Island Air as one of the human resource managers. When Island Air closed, she lost her job. Francine applied for and was eligible to receive unemployment insurance benefits. She had applied with various organizations for positions in her field for five months with no success, hearing over and over from employers that she was either over qualified or under qualified. She became very discouraged and worried since her unemployment insurance would run out in a month's time.

The AJC case manager informed her that a registrar position became available with the Hawaii Employers Council (HEC). Although the position was not in her

field, she decided to apply. Even though the pay was less than she earned previously, she was willing to learn new skills and saw a career pathway to move into a supervisory position. She was contacted by HEC offered her the position which she accepted, and was placed in their On the Job Training program (with the AJC) and completed it successfully. She is very satisfied with her new position and is enjoying the work.

Cora Balocan – Dislocated Worker Program Participant



Cora Balocan was laid off from Kmart Stores, which closed its business on the island of Kauai in September 2018. She was a full-time worker as a Data Integrity Associate. She attended a rapid response session. She sought employment services at the AJC and learned of the many programs under the WIOA dislocated worker program.

Cora was enrolled in basic office skills training for six weeks. The training included alphabetizing, business writing, computer skills in Microsoft Word and Excel, and learning different office machines. Cora completed and passed the training in December 2018. She was glad to gain new knowledge, especially in the computer programs of Microsoft Word and Excel. Toward the end of the Basic Office Skills training, the

WIOA Employment Counselor was in contact with a non-profit agency, Kauai Independent Food Bank (KIFB) for a possible work experience through the On-The-Job Training (OJT). The Executive Director of the agency met with Cora, and she was selected to perform the OJT at the KIFB.

Cora started the OJT on January 22, 2019 as Office Clerk/Warehouse to organize incoming donations, manage volunteers and assign required duties, assist shopping agencies with their needs and process paperwork and general data entry, and making sure programs are done and ready for delivery. She worked full-time and received an hourly wage of \$12.00. She gained knowledge in the data entry to the agency's Excel spreadsheet. Cora completed the OJT program on September 6, 2019 and continued her work with KIFB and received a new job title as an Agency Relations/Volunteer Coordinator. Cora accepted the position and hourly pay increased to \$16.00 per hour unsubsidized employment. Cora is glad she got the opportunity to gain experience working in the warehouse and office at the KIFB. She is happy to be working full-time and she enjoys working with the community and the volunteers at the food bank.

A New Start for Francis Carter

The Hawaii County American Job Center's (AJC) success is actually Francis Carter's success. He is part of the ex-offender reintegration services and work release program for sentenced inmates who are released on the Island of Hawaii. Francis' success came when he showed up at the AJC looking for assistance. He needed a computer, check. He needed to find some available positions, preferably in the restaurant industry, check.



The AJC Resource Room has a job postings kiosk and attendants who assist with creating resumes, applying for vacant positions and a cheering section. He applied for a job online and then was called almost immediately for a job interview. When he returned to the AJC he was very excited as he had been hired for a full-time position at one of the local restaurants. He gave credit for his success to the AJC. They were here to help, but the real success came from him. Francis' parole hearing was scheduled for December 20, 2018 but was pushed up and Christmas came early when he was released for good behavior on December 6, 2018. He decided to celebrate and pay it forward by purchasing pizzas and soda for the AJC staff and everyone who frequented the resource room that day. Francis counts his blessings on a daily basis and looks forward to the time he shares with family, friends, and remains free, employed and happy.

The Right Fit



An 18-year-old out-of-school female diagnosed with Mosaic Turner Syndrome is Goodwill's WIOA Youth Ola I Ka Hana program success story. Turner Syndrome is a chromosomal condition that affects development in females. The most common feature of Turner Syndrome is short stature, early loss of ovarian function, does not undergo puberty but corrected with hormonal treatment. Most females with Turner Syndrome have normal intelligence but exhibit developmental delays and nonverbal learning disabilities.

In this particular case, the youth came to Ola as she was having difficulties finding employment. She did not have much experience but was determined to get the help needed to gain entry level work experience and find employment. The participant attended several job readiness training (JRT) sessions and seem ready to participate in Ola's Community Work Experience Program (CWEP).

Program staff found a veterinarian clinic willing to train the youth as a Veterinary Assistant. Unfortunately, after 4 days on the job, the employer felt that the youth was not ready for the workplace and recommended the youth attend more JRT classes. The youth was brought in to discuss behaviors and the importance of communication on the job. Several months passed and program staff believed the participant was again ready to enter the workplace. Job development by program staff was conducted and luck behold, program staff found another veterinarian clinic willing to train the participant. After participating in Ola's CWEP program for several months, the participant has been offered and accepted a full-time position as a Veterinarian Assistant at Hilo's Maika'i Veterinarian Clinic.

Overcoming Barriers

A youth participant diagnosed with Autism Spectrum Disorder has sought services with Ola as he was interested in obtaining a diploma. Autism Spectrum Disorder (ASD) is a complex developmental condition that involves persistent challenges in social interaction, speech and nonverbal communication, and restricted/repetitive behaviors. The effects of ASD and the severity of symptoms are different in each person.

Corey earned a Certificate of Completion in 2016 from Waiakea High School and continued to attend until September 2018. He now attends Ola's alternative secondary school offering classes to earn a high school equivalency (HiSET). With the assistance of Ola staff, this participant was able to meet the criteria needed to enter into the diploma track class offered by Waipahu Community School for Adults – Hilo Campus. He has since been able to increase his reading score by 7 points and his math score by 10 points. In addition to receiving education support, Corey has also requested assistance with transportation, financial literacy training, leadership development opportunities, post-secondary education assistance and has been provided adult mentoring services. This participant is on track to receive his diploma in December 2018. After graduating with his diploma, Corey plans to attend Hawaii Community College, majoring in Liberal Arts.



Workforce Development Council Members

The following board members served during Program Year 2018: July 1, 2018 – June 30, 2019

1. Leslie Wilkins, Board Chair, Chair, Maui Workforce Development Board, President & Chief Executive Officer, Maui Economic Development Board
2. Alan Hayashi, Board Vice Chair, Owner, Consult 808 (formerly with BAE Systems)
3. Mayor Mike Victorino, County of Maui (Designee: Kay Fukumoto, Director, Office of Economic Development)
4. Steve Lupkes, Chair, Kauai Workforce Development Board (formerly with Beck's Hybrids)
5. Karen Wong, Vice President for Administration, Lanakila Pacific
6. Mayor Kirk Caldwell, City and County of Honolulu (Designee: Manuel Valbuena, Deputy Director, Dept. of Budget & Fiscal Services)
7. Jason Chang, Chair, Oahu Workforce Development Board, President & Chief Operating Officer, Queen's Medical Center
8. David DeLuz, Jr., Chair, Hawaii County Workforce Development Board, Vice President, Big Island Toyota
9. Yvette Gibson, Manager of Talent Acquisition, Hawaii Pacific Health
10. Governor David Ige
11. Jason Ito, Director of Administration, Labor & Community Relations, Kyo-Ya Management Co.
12. Glen Kaneshige, President, Nordic PCL Construction, Inc.
13. Mayor Harry Kim, County of Hawaii (Designee: Neil Gytoku, Housing Administrator, Office of Housing & Community Development)

14. Michael Kamiya, Sales Director, Kamiya Gold, Ltd.
15. Christina Kishimoto, Superintendent, Department of Education (Designee: Helen Sanpei, Principal, McKinley Community School for Adults)
16. Ian Kitajima, Director of Corporate Development, Oceanit
17. Sean Knox, President, Hawaii Employment Services, Inc.
18. David Lassner, President, University of Hawaii System (Designees: Michael Moser, Director of Workforce Development for Community Colleges; Bernadette Howard, State Director, Office of Career & Technical Education)
19. Brian Lee, Director, Hawaii Laborers-Employers Cooperation and Education Trust
20. Gladys Quinto Marrone, Chief Executive Officer, Building Industry Association of Hawaii
21. Alicia Moy, President & Chief Executive Officer, Hawaii Gas Co.
22. Rep. Mark Nakashima, Hawaii State House of Representatives
23. Sheryl Nojima, President, Gray, Hong, Nojima and Associates
24. Shannon Okinaka, Executive Vice President & Chief Financial Officer, Hawaiian Airlines
25. Edward Richardson, Owner, Edward V. Richardson, LLC
26. Mike McCartney, Director, Dept. of Business, Economic Development & Tourism (Designee: Yang-Seon Kim, Research & Statistics Officer)
27. Charles "Chuck" Shima, Training Coordinator, Plumbers Union Local 675
28. Scott Murakami, Director, Dept. of Labor & Industrial Relations (Designees: Leonard Hoshijo, Deputy Director, Elaine Young, Administrator, Workforce Development Division for Wagner-Peyser, Alternate: Christen Lee, Civil Rights/EEO Officer)
29. Barry Taniguchi, Chairman & Chief Executive Officer, KTA Super Stores (in memoriam)
30. Brian Tatsumura, Briant808, LLC (formerly with Nordstrom)
31. Sunshine Topping, Vice President of Human Resources, Hawaiian TelCom
32. Beth Whitehead, Executive Vice President, Chief Administrative Officer, American Savings Bank
33. Winona Whitman, Statewide Director, Employment & Training, Alu Like, Inc.
34. Senator Stanley Change, Hawaii State Senate
35. Mayor Derek Kawakami, County of Kauai (Designee: Robbie Melton, Director, Office of Economic Development)
36. Pankaj Bhanot, Director, Dept. of Human Services (Designees: Maureen Bates, Administrator, Division of Vocational Rehabilitation; Catherine Scardino, Program Manager, TANF)
37. Glenn Alcalde, Training Coordinator, Hawaii Carpenters Apprenticeship and Training Fund

Workforce Development Council Staff

Allicyn Tasaka, Executive Director
 Jeanne Ohta, Special Projects Specialist
 Mark "Duke" Olds, III, Employment Services Specialist
 Maria-Elena Diaz, Ph.D., Employment Analyst
 Wayne Liou, Ph.D., Employment Analyst
 Jayson Muraki, Workforce Information and Data Coordinator
 Kayla Rosenfeld, Statewide Rapid Response Coordinator
 Michelle Miyashiro, Office Manager
 Kathy Miyahira, Accountant
 Lina Rivera, Accountant