

WIOA UNIFIED STATE PLAN FOR THE STATE OF HAWAII 2020-2023

Required Elements for Submission of the Unified or Combined State Plan and Plan Modifications under the Workforce Innovation and Opportunity Act

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Note: Requirements for Combined State Plan partner programs are available in a separate supplemental document

WIOA UNIFIED STATE PLAN FOR THE STATE OF HAWAII PY 2020-2023

OVERVIEW

Under the Workforce Innovation and Opportunity Act (WIOA), the Governor of each State must submit a Unified or Combined State Plan to the Secretary of the U.S. Department of Labor that outlines a four-year strategy for the State's workforce development system. The publicly-funded workforce development system is a national network of Federal, State, regional, and local agencies and organizations that provide a range of employment, education, training, and related services and supports to help all job-seekers secure good jobs while providing businesses with the skilled workers they need to compete in the global economy. States must have approved Unified or Combined State Plans in place to receive funding for core programs. WIOA reforms planning requirements, previously governed by the Workforce Investment Act of 1998 (WIA), to foster better alignment of Federal investments in job training, to integrate service delivery across programs and improve efficiency in service delivery, and to ensure that the workforce system is job-driven and matches employers with skilled individuals. One of WIOA's principal areas of reform is to require States to plan across core programs and include this planning process in the Unified or Combined State Plans. This reform promotes a shared understanding of the workforce needs within each State and fosters development of more comprehensive and integrated approaches, such as career pathways and sector strategies, for addressing the needs of businesses and workers. Successful implementation of many of these approaches called for within WIOA requires robust relationships across programs. WIOA requires States and local areas to enhance coordination and partnerships with local entities and supportive service agencies for strengthened service delivery, including through Unified or Combined State Plans.

Options for Submitting a State Plan

A State has two options for submitting a State Plan— a Unified State Plan or a Combined State Plan. At a minimum, a State must submit a Unified State Plan that meets the requirements described in this document and outlines a four-year strategy for the core programs. The six core programs are—

- the Adult program (Title I of WIOA),
- the Dislocated Worker program (Title I),
- the Youth program (Title I),
- the Adult Education and Family Literacy Act program (Title II), and
- the Wagner-Peyser Act Employment Service program (authorized under the Wagner-Peyser Act, as amended by title III),
- the Vocational Rehabilitation program (authorized under Title I of the Rehabilitation Act of 1973, as amended by Title IV).

Alternatively, a State may submit a Combined State Plan that meets the requirements described in this document and outlines a four-year strategy for WIOA's core programs plus one or more of the Combined State Plan partner programs. When a State includes a Combined State Plan partner program in its Combined State Plan, it need not submit a separate plan or application for that particular program. If included, Combined State Plan partner programs are subject to the "common planning elements" (Sections II-IV of this document) where specified, as well as the program-specific requirements for that program where such planning requirements exist separately for the program. The Combined State Plan partner programs are—

- Career and technical education programs authorized under the Carl D. Perkins Career and Technical Education Act of 2006, as amended by the Strengthening Career and Technical Education for the 21st Century Act (Perkins V) (20 U.S.C.

2301 et seq.)

- Temporary Assistance for Needy Families program (42 U.S.C. 601 et seq.)
- Employment and Training programs under the Supplemental Nutrition Assistance Program (programs authorized under section 6(d)(4) of the Food and Nutrition Act of 2008 (7 U.S.C. 2015(d)(4)))
- Work programs authorized under section 6(o) of the Food and Nutrition Act of 2008 (7 U.S.C. 2015(o))
- Trade Adjustment Assistance for Workers programs (Activities authorized under chapter 2 of title II of the Trade Act of 1974 (19 U.S.C. 2271 et seq.))
- Jobs for Veterans State Grants Program (programs authorized under 38, U.S.C. 4100 et seq.)
- Unemployment Insurance programs (programs authorized under State unemployment compensation laws in accordance with applicable Federal law)
- Senior Community Service Employment program (programs authorized under title V of the Older Americans Act of 1965 (42 U.S.C. 3056 et seq.))
- Employment and training activities carried out by the Department of Housing and Urban Development
- Community Services Block Grant (Employment and training activities carried out under the Community Services Block Grant Act (42 U.S.C. 9901 et seq.))¹
- Reintegration of Ex-Offenders program (programs authorized under section 212 of the Second Chance Act of 2007 (42 U.S.C. 17532))

How State Plan Requirements Are Organized.

The major content areas of the Unified or Combined State Plan include strategic and operational planning elements. WIOA separates the strategic and operational elements to facilitate cross-program strategic planning.

- The **Strategic Planning Elements** section includes analyses of the State's economic conditions, workforce characteristics, and workforce development activities. These analyses drive the required vision and goals for the State's workforce development system and alignment strategies for workforce development programs to support economic growth.
- The **Operational Planning Elements** section identifies the State's efforts to support the State's strategic vision and goals as identified in the Strategic Planning Elements section. This section ensures that the State has the necessary infrastructure, policies, and activities to meet its strategic goals, implement its alignment strategy, and support ongoing program development and coordination. Operational planning elements include:
 - State Strategy Implementation,
 - State Operating Systems and Policies,
 - Assurances,
 - Program-Specific Requirements for the Core Programs, and
 - Program-Specific Requirements for the Combined State Plan partner programs. (These requirements are available in a separate supplemental document, *Supplement to the*

¹ States that elect to include employment and training activities carried out under the Community Services Block Grant (CSBG) Act (42 U.S.C. 9901 et seq.) under a Combined State Plan would submit all other required elements of a complete CSBG State Plan directly to the Federal agency that

administers the program. Similarly, States that elect to include employment and training activities carried out by the Department of Housing and Urban Development that are included would submit all other required elements of a complete State Plan for those programs directly to the Federal agency that administers the program.

Workforce Innovation and Opportunity Act (WIOA) Unified and Combined State Plan Requirements. The Departments are not seeking comments on these particular requirements).

When responding to Unified or Combined State Plan requirements, States must identify specific strategies for coordinating programs and services for target populations.² States must develop strategies that look beyond strategies for the general population and develop approaches that also address the needs of target populations.

Paperwork Reduction Act: The Paperwork Reduction Act of 1995 (PRA) provides that an agency may not conduct, and no person is required to respond to, a collection of information unless it displays a valid OMB control number. Public reporting burden for this information collection is estimated to be 86 hours per state; including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Responding to this collection is required to obtain or retain the Federal grant benefit. In addition, responses to this information collection are public, and the agencies offer no assurances of confidentiality. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Labor, Office of Workforce Investment, and reference OMB control number 1205-0522. Note: Please do not return the completed plan to this address.

²Target populations include individuals with barriers to employment, as defined in WIOA Sec. 3, as well as veterans, unemployed workers, and youth.

I. WIOA STATE PLAN TYPE and EXECUTIVE SUMMARY

(a) **Unified or Combined State Plan.** Select whether the State is submitting a Unified or Combined State Plan. At a minimum, a State must submit a Unified State Plan that covers the six core programs.

- ☐ **Unified State Plan.** Yes. This plan includes the Adult, Dislocated Worker, Youth, Wagner-Peyser Act, Adult Education and Family Literacy Act, and Vocational Rehabilitation programs. Yes.
- ☐ **Combined State Plan.** No. This plan includes the Adult, Dislocated Worker, Youth, Wagner-Peyser Act, Adult Education and Family Literacy Act, and Vocational Rehabilitation programs, as well as one or more of the optional Combined State Plan partner programs identified below. Indicate which Combined State Plan partner program(s) the State is electing to include in the plan. No
 - Career and technical education programs authorized under the Carl D. Perkins Career and Technical Education Act of 2006, as amended by the Strengthening Career and Technical Education for the 21st Century Act (Perkins V) (20 U.S.C. 2301 et seq.) No
 - Temporary Assistance for Needy Families program (42 U.S.C. 601 et seq.) No.
 - Employment and Training programs under the Supplemental Nutrition Assistance Program (programs authorized under section 6(d)(4) of the Food and Nutrition Act of 2008 (7 U.S.C. 2015(d)(4))) No.
 - Work programs authorized under section 6(o) of the Food and Nutrition Act of 2008 (7 U.S.C. 2015(o)) No.
 - Trade Adjustment Assistance for Workers programs (activities authorized under chapter 2 of title II of the Trade Act of 1974 (19 U.S.C. 2271 et seq.)) No
 - Jobs for Veterans State Grants program (programs authorized under 38, U.S.C. 4100 et. seq.) No.
 - Unemployment Insurance programs (programs authorized under State unemployment compensation laws in accordance with applicable Federal law) No.
 - Senior Community Service Employment program (programs authorized under title V of the Older Americans Act of 1965 (42 U.S.C. 3056 et seq.)) No.
 - Employment and training activities carried out by the Department of Housing and Urban Development No.
 - Community Services Block Grant (Employment and training activities carried out under the Community Services Block Grant Act (42 U.S.C. 9901 et seq.)) No.
 - Reintegration of Ex-Offenders program³ (programs authorized under section 212 of the Second Chance Act of 2007 (42 U.S.C. 17532)) No.

(b) **Plan Introduction or Executive Summary.** The Unified or Combined State Plan may include an introduction or executive summary. This element is optional. No.

³ The Reentry Employment Opportunities program (REO), formerly the Reintegration of Ex-Offenders Program (RExO), is referred to by its original name (RExO) in this document. This name change is a recent decision that was not incorporated into WIOA.

II. STRATEGIC ELEMENTS

The Unified or Combined State Plan must include a Strategic Planning Elements section that analyzes the State's current economic environment and identifies the State's overall vision for its workforce development system. The required elements in this section allow the State to develop data-driven goals for preparing an educated and skilled workforce and to identify successful strategies for aligning workforce development programs to support economic growth. Unless otherwise noted, all Strategic Planning Elements apply to Combined State Plan partner programs included in the plan as well as to core programs.

- (a) **Economic, Workforce, and Workforce Development Activities Analysis.** *The Unified or Combined State Plan must include an analysis of the economic conditions, economic development strategies, and labor market in which the State's workforce system and programs will operate.*

(1) **Economic and Workforce Analysis**

- (A) *Economic Analysis.* The Unified or Combined State Plan must include an analysis of the economic conditions and trends in the State, including sub-State regions and any specific economic areas identified by the State. This must include—

- (i) *Existing Demand Industry Sectors and Occupations.* Provide an analysis of the industries and occupations for which there is existing demand.

Industry Employment

The four largest industries – government; health care and social assistance; retail trade; and food services and drinking places account for approximately half of the state's total job count. Government, with almost one-fifth of the workforce, dominates all industries in terms of size. Within this industry, the state education sector, which includes the Department of Education and the University of Hawaii system employs a large portion of the workforce. Health care and social assistance, stimulated by the aging population and advances in medical care, provides another major source of jobs. Employment in ambulatory health care services, hospitals, and the social assistance subsectors represent a significant share of those jobs. The high concentration of jobs in the retail trade and the food services and drinking places industries reflect the importance of tourism to the state's economy.

Table 1. 1. Job Count by Industry - State of Hawaii, 2018

Industry	2018 Employment	Industry Distribution
TOTAL NONAGRICULTURAL WAGE & SALARY JOBS	656,600	100.0%
Government	125,600	19.1%
Health Care & Social Assistance	71,500	10.9%
Retail Trade	71,400	10.9%
Food Services and Drinking Places	69,100	10.5%
Administrative & Support & Waste Management & Remediation Services	48,900	7.4%

Industry	2018 Employment	Industry Distribution
Accommodation	41,900	6.4%
Nat. Resources & Mining & Construction	36,100	5.5%
Transportation & Warehousing (1)	29,500	4.5%
Other Services	28,000	4.3%
Professional, Scientific & Tech. Svcs.	24,600	3.7%
Wholesale Trade	17,900	2.7%
Finance & Insurance	16,000	2.4%
Education Services	14,400	2.2%
Manufacturing	14,200	2.2%
Arts, Entertainment, & Recreation	12,900	2.0%
Real Estate & Rental & Leasing	12,800	1.9%
Information	9,100	1.4%
Management of Companies & Enterprises	9,000	1.4%
Utilities	3,800	0.6%

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

Since Honolulu accounts for over 70 percent of the total statewide job count, not surprisingly the four largest industries in Honolulu County follow the same order as the state, and account for approximately half of the county's workforce. Government represents the largest industry, followed by health care and social assistance; retail trade; and food services and drinking places. In fact, the fifth largest industry, administrative and support and waste management and remediation services is also the same for both Honolulu County and the state.

Table 1.2. Job Count by Industry - Honolulu County, 2018

Industry	2018 Employment	Industry Distribution
TOTAL NONAGRICULTURAL WAGE & SALARY JOBS	477,700	100.0%
Government	99,000	20.7%
Health Care & Social Assistance	53,500	11.2%
Retail Trade	47,900	10.0%
Food Services and Drinking Places	47,500	9.9%
Administrative & Support & Waste Management & Remediation Services	35,900	7.5%
Nat. Resources & Mining & Construction	26,400	5.5%
Transportation, Warehousing & Utilities	23,900	5.0%
Other Services	21,500	4.5%
Professional, Scientific & Tech. Svcs.	21,000	4.4%
Accommodation	18,600	3.9%
Wholesale Trade	14,000	2.9%
Finance & Insurance	13,500	2.8%
Education Services	11,600	2.4%
Manufacturing	11,300	2.4%
Real Estate & Rental & Leasing	8,400	1.8%
Management of Companies & Enterprises	8,200	1.7%
Arts, Entertainment, & Recreation	7,800	1.6%
Information	7,700	1.6%

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

The four largest industries within Hawaii County, Maui County and Kauai County are the same

though the rank and distribution vary slightly between each county. These four industries include: leisure and hospitality; government; retail trade; and health care and social assistance. Hawaii County's top two industries – leisure and hospitality, and government, employ 40 percent of the workforce, which is split almost evenly among both industries. Retail trade is third largest, followed by health care and social assistance.

Leisure and hospitality comprise about one-third of all jobs in both Maui and Kauai County. Retail trade ranks second in Maui County, followed by government, and health care and social assistance. Meanwhile, in Kauai County, government is second largest, retail trade ranks third, followed by health care and social assistance.

Table 1.3. Job Count by Industry - Hawaii County, 2018

Industry	2018 Employment	Industry Distribution
TOTAL NONAGRICULTURAL WAGE & SALARY JOBS	69,300	100.0%
Leisure and Hospitality	14,500	20.9%
Government	13,500	19.5%
Retail Trade	9,600	13.9%
Health Care & Social Assistance	7,600	11.0%
Administrative & Support & Waste Management & Remediation Services	5,100	7.4%
Nat. Resources & Mining & Construction	3,800	5.5%
Transportation, Warehousing & Utilities	3,500	5.1%
Financial Activities	2,600	3.8%
Other Services	2,100	3.0%
Wholesale Trade	1,800	2.6%
Professional, Scientific & Tech. Svcs.	1,500	2.2%
Manufacturing	1,400	2.0%
Education Services	1,400	2.0%
Information	600	0.9%
Management of Companies & Enterprises	300	0.4%

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

Table 1.4. Job Count by Industry - Maui County, 2018

Industry	2018 Employment	Industry Distribution
TOTAL NONAGRICULTURAL WAGE & SALARY JOBS	77,400	100.0%
Leisure and Hospitality	25,200	32.6%
Retail Trade	9,800	12.7%
Government	8,500	11.0%
Health Care & Social Assistance	7,600	9.8%
Administrative & Support & Waste Management & Remediation Services	5,600	7.2%
Transportation, Warehousing & Utilities	4,300	5.6%
Nat. Resources & Mining & Construction	4,000	5.2%
Other Services	3,400	4.4%
Financial Activities	3,100	4.0%
Wholesale Trade	1,500	1.9%
Professional, Scientific & Tech. Svcs.	1,500	1.9%
Education Services	1,200	1.6%

Industry	2018 Employment	Industry Distribution
Manufacturing	1,100	1.4%
Information	500	0.6%
Management of Companies & Enterprises	300	0.4%

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

Table 1.5. Job Count by Industry - Kauai County, 2018

Industry	2018 Employment	Industry Distribution
TOTAL NONAGRICULTURAL WAGE & SALARY JOBS	31,700	100.0%
Leisure & Hospitality	10,100	31.9%
Government	4,700	14.8%
Retail Trade	4,000	12.6%
Health Care & Social Assistance	2,700	8.5%
Administrative & Support & Waste Management & Remediation Services	2,300	7.3%
Nat. Resources & Mining & Construction	1,900	6.0%
Transportation, Warehousing & Utilities	1,600	5.0%
Financial Activities	1,200	3.8%
Other Services	1,000	3.2%
Professional, Scientific & Tech. Svcs.	700	2.2%
Manufacturing	500	1.6%
Wholesale Trade	500	1.6%
Information	200	0.6%
Education Services	200	0.6%
Management of Companies & Enterprises	100	0.3%

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

Ratio of Candidates per Job Opening

According to November 2019 Statewide online job advertisements, healthcare practitioners and technicians posted the most openings (2,080), followed by office and administrative support (1,530), sales and related (1,443), and food preparation and serving related occupations (1,308). In terms of potential candidates, occupational groups with more than 1,000 applicants include: office and administrative support (3,251), management (2,207), food preparation and serving related (1,745), construction and extraction (1,666), sales and related (1,497), and transportation and material moving (1,009).

For 17 out of the 22 occupational groups, the number of applicants or potential candidates exceeded the number of advertised openings. However, for five groups, the healthcare practitioners and technical; architecture and engineering; computer and mathematical; personal care and service; and the protective service occupational groups, the opposite occurred, resulting in the ratio of candidates per job openings totaling less than one. The ratios for most of the groups ranged from a little over one candidate per job opening to almost three

candidates per job. Only two occupational groups posted rates well above this range – farming, fishing, and forestry occupations averaged 8.21 applicants per opening, while construction and extraction ended up with the highest ratio of 9.01 per advertised job which possibly may be due to the cyclical nature of the construction industry.

Table 1.6. Ratio of Candidates per Job Opening by Occupational Group, State of Hawaii, Nov 2019

Occupation Group	Job Openings	Potential Candidates	Number of Potential Candidates per Job Opening
Healthcare Practitioners & Technical	2,080	448	0.22
Architecture & Engineering	382	210	0.55
Computer & Mathematical	591	410	0.69
Personal Care & Service	537	426	0.79
Protective Service	394	375	0.95
Sales and Related	1,443	1,497	1.04
Legal	64	83	1.30
Healthcare Support	355	471	1.33
Food Preparation & Serving Related	1,308	1,745	1.33
Community & Social Services	268	365	1.36
Transportation & Material Moving	726	1,009	1.39
Installation, Maintenance, & Repair	448	706	1.58
Business & Financial Operations	462	740	1.60
Production	255	433	1.70
Management	1,113	2,207	1.98
Education, Training, & Library	294	609	2.07
Office & Administrative Support	1,530	3,251	2.12
Life, Physical, & Social Science	102	238	2.33
Building & Grounds Cleaning & Maintenance	285	683	2.40
Arts, Design, Entertainment, Sports, & Media	183	499	2.73
Farming, Fishing, & Forestry	38	312	8.21
Construction & Extraction	185	1,666	9.01

Job Source: Online advertised jobs data, Candidate Source: Individuals with active resumes in the Workforce System, Downloaded 11/07/19

Online job advertisements in Honolulu were led by healthcare practitioners and technical occupations (1,355), second most was office and administrative support (1,226), followed by sales and related (995), and food preparation and serving related occupations (829). On the supply side, occupational groups with more than 1,000 potential candidates include: office and administrative support (1,990), and management (1,537).

In general, Honolulu's ratios of potential candidates to job openings were the lowest among the four counties. Seven groups had more job openings versus candidates. Healthcare

practitioners and technical occupations led the way with a ratio of 0.23, followed by architecture and engineering (0.55), personal care and service (0.55), computer and mathematical (0.62), protective service (0.76), sales and related (0.85), and food preparation and serving related (0.98). The two groups with the highest ratios were construction and extraction (7.06), and farming, fishing, and forestry (8.55). All other groups averaged less than 2.5 candidates per opening.

Table 1.7. Ratio of Candidates per Job Opening by Occupational Group, Honolulu County, Nov 2019

Occupation Group	Job Openings	Potential Candidates	Number of Potential Candidates per Job Opening
Healthcare Practitioners & Technical	1,355	318	0.23
Architecture & Engineering	309	169	0.55
Personal Care & Service	352	195	0.55
Computer & Mathematical	550	341	0.62
Protective Service	292	223	0.76
Sales & Related	995	845	0.85
Food Preparation & Serving Related	829	811	0.98
Transportation & Material Moving	547	561	1.03
Healthcare Support	254	281	1.11
Legal	61	69	1.13
Community & Social Services	198	238	1.20
Installation, Maintenance, & Repair	362	439	1.21
Education, Training, & Library	255	372	1.46
Business & Financial Operations	382	561	1.47
Office & Administrative Support	1,226	1,990	1.62
Production	173	290	1.68
Building & Grounds Cleaning & Maintenance	183	321	1.75
Management	875	1,537	1.76
Life, Physical, & Social Science	82	163	1.99
Arts, Design, Entertainment, Sports, & Media	145	358	2.47
Construction & Extraction	126	889	7.06
Farming, Fishing, & Forestry	11	94	8.55

Job Source: Online advertised jobs data, Candidate Source: Individuals with active resumes in the Workforce System, Downloaded 11/19/19

In Hawaii County, online job advertisements were led by health-care practitioners and technical occupations (406), followed by sales and related (153), food preparation and serving related (147), and office and administrative support (124). Among the potential candidates, office and administrative support occupations had the most (1,029). Other occupational groups with at least 500 candidates include: construction and extraction (722), management (693), food preparation and serving (630), and sales and related (502).

Table 1.8. Ratio of Candidates per Job Opening by Occupational Group, Hawaii County, Nov 2019

Occupation Group	Job Openings	Potential Candidates	Number of Potential Candidates per Job Opening
Healthcare Practitioners & Technical	406	163	0.40
Legal	9	21	2.33
Protective Service	55	135	2.45
Sales & Related	153	502	3.28
Community & Social Services	39	142	3.64
Transportation & Material Moving	89	373	4.19
Food Preparation & Serving Related	147	630	4.29
Personal Care & Service	33	152	4.61
Architecture & Engineering	14	85	6.07
Production	25	153	6.12
Healthcare Support	27	184	6.81
Management	92	693	7.53
Computer & Mathematical	16	123	7.69
Office & Administrative Support	124	1,029	8.30
Business & Financial Operations	23	202	8.78
Installation, Maintenance, & Repair	26	236	9.08
Building & Grounds Cleaning & Maintenance	30	276	9.20
Life, Physical, & Social Science	12	111	9.25
Education, Training, & Library	22	235	10.68
Arts, Design, Entertainment, Sports, & Media	16	182	11.38
Farming, Fishing, & Forestry	7	128	18.29
Construction & Extraction	16	722	45.13

Job Source: Online advertised jobs data, Candidate Source: Individuals with active resumes in the Workforce System, Downloaded 11/19/19

In Maui County, the volume of online job advertisements for health-care practitioners and technical occupations topped all occupational groups (224), next highest was food preparation and serving related (196), followed by sales and related (194), office and administrative support (180), and management (103). In terms of potential candidates, occupational groups with more than 500 candidates include: office and administrative support (700); management (680); and construction and extraction (526).

For both Hawaii County and Maui County, the ratio for health-care practitioners and technical occupations totaled less than one candidate per opening. The highest proportion of candidates per opening in Hawaii County was construction and extraction occupations with a ratio of 45.13, farming, fishing, and forestry was second highest with a ratio of 18.29. All other groups ranged from about two to eleven candidates per job. In Maui County, the ratio for most groups

ranged from a little over one to about six and one-half applicants per opening. Three groups were well above this range – farming, fishing, and forestry (17.67); construction and extraction (19.48); and life, physical, and social science occupations (22.50).

Table 1.9. Ratio of Candidates per Job Opening by Occupational Group, Maui County, Nov 2019

Occupation Group	Job Openings	Potential Candidates	Number of Potential Candidates per Job Opening
Healthcare Practitioners & Technical	224	129	0.58
Protective Service	70	87	1.24
Personal Care & Service	101	149	1.48
Sales & Related	194	360	1.86
Food Preparation & Serving Related	196	490	2.50
Legal	9	23	2.56
Healthcare Support	38	104	2.74
Community & Social Services	28	78	2.79
Building & Grounds Cleaning & Maintenance	63	197	3.13
Architecture & Engineering	25	84	3.36
Transportation & Material Moving	89	300	3.37
Office & Administrative Support	180	700	3.89
Business & Financial Operations	43	180	4.19
Computer & Mathematical	29	124	4.28
Installation, Maintenance, & Repair	51	227	4.45
Production	25	115	4.60
Education, Training, & Library	31	151	4.87
Arts, Design, Entertainment, Sports, & Media	28	159	5.68
Management	103	680	6.60
Farming, Fishing, & Forestry	6	106	17.67
Construction & Extraction	27	526	19.48
Life, Physical, & Social Science	4	90	22.50

Job Source: Online advertised jobs data, Candidate Source: Individuals with active resumes in the Workforce System, Downloaded 11/19/19

Within Kauai County, advertised jobs in the sales and related occupational group (106) led the volume of online job advertisements, next highest was healthcare practitioners and technical (97), and office and administrative support (93). In terms of potential candidates, occupational groups with at least 400 possible applicants include: office and administrative support (625); management (507); construction and extraction (423); and food preparation and serving related (422).

Similar to the other counties, health-care practitioners and technical occupations also had the lowest ratio in Kauai County, though the number of candidates was slightly higher than the total advertised openings. Construction and extraction occupations, with a ratio of 30.21

candidates per job significantly exceeded the other occupational groups, which ranged from about one to fourteen candidates per opening.

Table 1.10. Ratio of Candidates per Job Opening by Occupational Group, Kauai County, Nov 2019

Occupation Group	Job Openings	Potential Candidates	Number of Potential Candidates per Job Opening
Healthcare Practitioners & Technical	97	99	1.02
Protective Service	44	100	2.27
Sales & Related	106	329	3.10
Community & Social Services	22	76	3.45
Architecture & Engineering	20	71	3.55
Transportation & Material Moving	67	240	3.58
Production	24	93	3.88
Healthcare Support	25	105	4.20
Food Preparation & Serving Related	88	422	4.80
Personal Care & Service	24	121	5.04
Building & Grounds Cleaning & Maintenance	30	177	5.90
Life, Physical, & Social Science	13	79	6.08
Office & Administrative Support	93	625	6.72
Legal	3	22	7.33
Computer & Mathematical	14	105	7.50
Installation, Maintenance, & Repair	23	173	7.52
Business & Financial Operations	19	163	8.58
Management	59	507	8.59
Education, Training, & Library	11	117	10.64
Arts, Design, Entertainment, Sports, & Media	12	155	12.92
Farming, Fishing, & Forestry	7	100	14.29
Construction & Extraction	14	423	30.21

Job Source: Online advertised jobs data, Candidate Source: Individuals with active resumes in the Workforce System, Downloaded 11/19/19

Online Advertised Jobs

In November 2019, the top advertised jobs within each county offered a mixture of opportunities for job seekers. The following graphs display the ten occupations with the most openings in the State as well as for each county.

Table 1.11. Advertised Job Openings, State of Hawaii, Nov 2019

Occupation	Job Openings	Potential Candidates	Candidate Per Job Opening
Registered Nurses	798	149	0.19
Retail Salespersons	575	371	0.65
Customer Service Representatives	418	721	1.72

Occupation	Job Openings	Potential Candidates	Candidate Per Job Opening
Security Guards	293	238	0.81
Cashiers	240	441	1.84
Combined Food Preparation & Serving Workers, Including Fast Food	237	99	0.42
Physicians and Surgeons, All Other	213	16	0.08
First-Line Supervisors of Food Preparation & Serving Workers	199	59	0.30
First-Line Supervisors of Retail Sales Workers	198	183	0.92
Counter Attendants, Cafeteria, Food Concession, & Coffee Shop	182	60	0.33

Source: Online advertised jobs data as of 11/10/19

Table 1.12. Advertised Job Openings, Honolulu County, Nov 2019

Occupation	Job Openings	Potential Candidates	Candidate Per Job Opening
Registered Nurses	566	94	0.17
Retail Salespersons	407	189	0.46
Customer Service Representatives	296	441	1.49
Combined Food Preparation & Serving Workers, Including Fast Food	194	56	0.29
Security Guards	187	123	0.66
Cashiers	158	216	1.37
First-Line Supervisors of Food Preparation & Serving Workers	157	42	0.27
Physicians & Surgeons, All Other	157	12	0.08
First-Line Supervisors of Retail Sales Workers	136	111	0.82
Executive Secretaries & Executive Administrative Assistants	128	140	1.09

Source: Online advertised jobs data as of 11/10/19

Table 1.13. Advertised Job Openings, Hawaii County, Nov 2019

Occupation	Job Openings	Potential Candidates	Candidate Per Job Opening
Registered Nurses	129	61	0.47
Customer Service Representatives	54	223	4.13
Retail Salespersons	52	118	2.27
Security Guards	35	96	2.74
Physical Therapists	30	0	N/A
Occupational Therapists	26	0	N/A
Counter Attendants, Cafeteria, Food Concession, & Coffee Shop	24	24	1.00

Occupation	Job Openings	Potential Candidates	Candidate Per Job Opening
Cashiers	23	181	7.87
Diagnostic Medical Sonographers	23	0	N/A
Physicians & Surgeons, All Other	23	6	0.26

Source: Online advertised jobs data as of 11/10/19

Table 1.14. Advertised Job Openings, Maui County, Nov 2019

Occupation	Job Openings	Potential Candidates	Candidate Per Job Opening
Registered Nurses	72	42	0.58
Retail Salespersons	72	88	1.22
Customer Service Representatives	47	160	3.40
Security Guards	41	51	1.24
Cashiers	35	82	2.34
Physical Therapists	33	0	N/A
Waiters & Waitresses	32	133	4.16
First-Line Supervisors of Retail Sales Workers	29	54	1.86
Maids & Housekeeping Cleaners	26	66	2.54
First-Line Supervisors of Food Preparation and Serving Workers	25	17	0.68

Source: Online advertised jobs data as of 11/10/19

Table 1.15. Advertised Job Openings, Kauai County, Nov 2019

Occupation	Job Openings	Potential Candidates	Candidate Per Job Opening
Retail Salespersons	44	79	1.80
Registered Nurses	31	30	0.97
Security Guards	30	66	2.20
Cashiers	24	91	3.79
Maids & Housekeeping Cleaners	22	64	2.91
Customer Service Representatives	21	140	6.67
Occupational Therapists	18	0	N/A
First-Line Supervisors of Retail Sales Workers	16	39	2.44
Counter Attendants, Cafeteria, Food Concession, & Coffee Shop	14	15	1.07
Stock Clerks & Order Fillers	14	58	4.14

Source: Online advertised jobs data as of 11/10/19

Five occupations common to all areas include: registered nurses, retail sales persons,

customer service representatives, security guards, and cashiers. First-line supervisors of retail sales workers were in demand in three of the four counties. While some of the jobs in each county can be obtained with only a high school diploma, for positions such as laborers and entry-level jobs, others require some postsecondary education. This includes registered nurses, physicians and surgeons, physical therapists, occupational therapists, and diagnostic medical sonographers.

(ii) Emerging Demand Industry Sectors and Occupations. Provide an analysis of the industries and occupations for which demand is emerging.

Hawaii's economy appears to be moving at a slower pace. Population declined for the second straight year, due to out-migration, most likely caused by military deployment, the high cost of living, and better career opportunities on the mainland. Shrinking population, coupled with the continued retirement of baby boomers may explain the overall drop in the state's civilian non-institutional population. However, on the positive side, this has also kept unemployment low. Even within tourism, while the number of tourists visiting the state remains near record levels, visitor spending has eased slightly. Construction may offer a bright spot as the Honolulu rail transit system and airport modernization projects taking place on all islands helps to stabilize employment.

Long-Term Industry Growth

The state's employment is projected to experience modest growth of 0.6 percent annually from 2016 to 2026. Over half of the gains will be created by four industries: health care and social assistance (1,278); food services and drinking places (585); educational services (378); and transportation and warehousing (322).

Health care and social assistance alone will generate over one-fourth of the total jobs added statewide and will post the fastest growth rate of 1.7 percent. Driven by population growth and consumer spending, food services and drinking places will post the second largest gain. Another of the larger industries, educational services will provide the third largest increase. However, the annual growth rate of 0.6 percent for this industry is slower than the statewide average of 0.7 percent. With an annual expansion rate of 1.2 percent, transportation and warehousing will advance by the second fastest growth rate with the addition of 322 jobs. Within this industry, couriers and messengers will account for most of the growth as the volume of e-commerce transactions continues to swell. During this period, three industries will incur job losses: mining; agriculture forestry, fishing and hunting; and information.

Table 1.16. Projected Average Annual Job Growth by Industry for Long-Term Projections, State of Hawaii, 2016-2026

Industry	Long Term 2016-2026 Annual Net Change	Long Term Annual Average Percent Change
Health Care and Social Assistance	1,278	1.7%
Food Services and Drinking Places	585	0.9%

Industry	Long Term 2016-2026 Annual Net Change	Long Term Annual Average Percent Change
Educational Services	378	0.6%
Transportation and Warehousing	322	1.2%
Construction	283	0.8%
Accommodation, including Hotels and Motels	256	0.6%
Administrative and Support and Waste Management and Remediation Services	216	0.4%
Retail Trade	215	0.3%
Other Services (except Government)	212	0.8%
Professional, Scientific, and Technical Services	148	0.6%
Government	128	0.2%
Arts, Entertainment, and Recreation	119	1.0%
Real Estate and Rental and Leasing	76	0.6%
Management of Companies and Enterprises	59	0.7%
Wholesale Trade	48	0.3%
Finance and Insurance	37	0.2%
Utilities	8	0.2%
Manufacturing	5	0.0%
Mining	-1	-0.7%
Agriculture, Forestry, Fishing and Hunting	-6	-0.1%
Information	-19	-0.2%

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

Long-Term Industry Growth by County

Health care and social assistance will dominate job gains and growth for all counties except in Kauai County where it ranks second in terms of job gains but is one of two industries with the fastest projected growth. Food services and drinking places will also be among the top industries adding the most jobs in all counties. In terms of growth rates, health care and social assistance will provide the fastest growth for Honolulu, Hawaii County, and Maui County. In Kauai County, healthcare and social assistance along with management of companies and enterprises will lead all industries with annual growth of 1.5 percent each. Transportation and warehousing will provide the second fastest rate in Honolulu and Hawaii County, while management of companies is second fastest in Maui County. The professional, scientific, and technical services industry ranks second fastest in Kauai County.

Table 1.17. Projected Average Annual Job Growth by Industry for Long-term Projections, Honolulu County, 2016-2026

Industry	Long Term 2016-2026 Annual Net Change	Long Term Annual Average Percent Change
Health Care and Social Assistance	892	1.7%
Food Services and Drinking Places	401	0.9%
Educational Services	290	0.6%

Industry	Long Term 2016-2026 Annual Net Change	Long Term Annual Average Percent Change
Transportation and Warehousing	218	1.1%
Construction	164	0.6%
Other Services (except Government)	142	0.7%
Accommodation, including Hotels and Motels	134	0.8%
Professional, Scientific, and Technical Services	123	0.6%
Retail Trade	114	0.2%
Government	80	0.1%
Arts, Entertainment, and Recreation	68	0.9%
Administrative and Support and Waste Management and Remediation Services	58	0.2%
Real Estate and Rental and Leasing	56	0.7%
Management of Companies and Enterprises	49	0.6%
Finance and Insurance	33	0.2%
Wholesale Trade	25	0.2%
Manufacturing	11	0.1%
Utilities	5	0.2%
Mining	-1	-0.7%
Agriculture, Forestry, Fishing and Hunting	>-10	0.0%
Information	-13	-0.2%

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

Table 1.18. Projected Average Annual Job Growth by Industry for Long-term Projections, Hawaii County, 2016-2026

Industry	Long Term 2016-2026 Annual Net Change	Long Term Annual Average Percent Change
Health Care and Social Assistance	195	2.1%
Administrative and Support and Waste Management and Remediation Services	64	1.4%
Food Services and Drinking Places	59	0.9%
Accommodation, including Hotels and Motels	58	0.9%
Self Employed	51	0.6%
Retail Trade	49	0.5%
Construction	46	1.1%
Transportation and Warehousing	43	1.6%
Educational Services	37	0.5%
Other Services (except Government)	27	1.4%
Government	18	0.3%
Wholesale Trade	12	0.7%
Arts, Entertainment, and Recreation	12	0.9%
Natural Resources and Mining	11	0.5%

Industry	Long Term 2016-2026 Annual Net Change	Long Term Annual Average Percent Change
Real Estate and Rental and Leasing	10	0.7%
Professional, Scientific, and Technical Services	10	0.7%
Manufacturing	5	0.4%
Finance and Insurance	4	0.4%
Management of Companies and Enterprises	4	1.2%
Utilities	1	0.3%
Information	-2	-0.3%

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

Table 1.19. Projected Average Annual Job Growth by Industry for Long-term Projections, Maui County, 2016-2026

Industry	Long Term 2016-2026 Annual Net Change	Long Term Annual Average Percent Change
Health Care and Social Assistance	146	2.0%
Food Services and Drinking Places	78	0.8%
Administrative and Support and Waste Management and Remediation Services	69	1.3%
Construction	54	1.4%
Transportation and Warehousing	47	1.3%
Educational Services	38	0.8%
Retail Trade	32	0.3%
Other Services (except Government)	31	1.0%
Arts, Entertainment, and Recreation	28	1.3%
Accommodation, including Hotels and Motels	27	0.2%
Government	21	0.4%
Wholesale Trade	12	0.8%
Real Estate and Rental and Leasing	8	0.4%
Professional, Scientific, and Technical Services	7	0.4%
Management of Companies and Enterprises	4	1.8%
Utilities	1	0.2%
Finance and Insurance	<10	0.0%
Information	-3	-0.6%
Manufacturing	-15	-1.3%
Natural Resources and Mining	-21	-1.6%

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

Table 1.20. Projected Average Annual Job Growth by Industry for Long-term projections, Kauai County, 2016-2026

Industry	Long Term 2016-2026 Annual Net Change	Long Term Annual Average Percent Change
Food Services and Drinking Places	47	1.1%

Industry	Long Term 2016-2026 Annual Net Change	Long Term Annual Average Percent Change
Health Care and Social Assistance	46	1.5%
Accommodation, including Hotels and Motels	38	0.9%
Administrative and Support and Waste Management and Remediation Services	25	1.2%
Retail Trade	21	0.5%
Construction	18	1.1%
Educational Services	14	0.8%
Transportation and Warehousing	13	1.0%
Other Services (except Government)	13	1.3%
Arts, Entertainment, and Recreation	10	0.9%
Government	10	0.4%
Professional, Scientific, and Technical Services	9	1.4%
Natural Resources and Mining	5	0.8%
Manufacturing	5	1.1%
Real Estate and Rental and Leasing	3	0.3%
Management of Companies and Enterprises	2	1.5%
Utilities	<10	0.2%
Finance and Insurance	<10	0.1%
Wholesale Trade	-1	-0.1%
Information	-1	-0.7%

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

Occupational Groups

Three of the top four largest occupational groups will produce the highest job gains and will account for 56 percent of the statewide increase. Services, with more than a quarter of the state's workforce, will lead all occupational groups with the creation of 19,120 jobs. This group encompasses a wide range of occupations (healthcare support, protective service, food workers, and maintenance workers) with varying skills and education and training requirements. Education, legal, community service, arts and media occupations with the creation of 5,690 jobs will post the next highest increase followed by management, business, and financial occupations with 5,270 positions. In terms of percentage growth, healthcare practitioners and technical occupations will significantly exceed the growth rate for all groups with a gain of 12.9 percent.

Almost 95 percent of all openings will be caused by the need to replace workers. Services alone will generate over a third of the total openings. Approximately three-quarters of the total openings will be distributed among five of the 12 occupational groups – service; office and administrative support; sales and related; education, legal, community service, arts and media; and management business and financial.

Table 1.21. Occupational Employment and Growth, State of Hawaii, 2016-2026

Occupation Title	2016 Emp	2026 Emp	Change Net	Change Percent	Ann. Avg. Openings Change	Ann. Avg Openings Transfers	Ann. Avg. Openings Exits	Ann. Avg Open ings Total
Total, All Occupations	710,450	756,900	46,450	6.5%	4,640	45,870	36,080	86,600
Service	191,140	210,260	19,120	10.0%	1,910	15,280	13,640	30,830
Office & Administrative Support	93,780	93,500	-280	-0.3%	-30	5,620	4,790	10,390
Sales & Related	67,060	68,440	1,380	2.1%	140	5,220	4,140	9,500
Education, Legal, Community Service, Arts & Media	76,070	81,760	5,690	7.5%	570	3,740	3,360	7,660
Management, Business & Financial	85,590	90,860	5,270	6.2%	530	4,340	2,790	7,650
Transportation & Material Moving	44,550	48,580	4,040	9.1%	400	3,170	2,330	5,900
Construction & Extraction	42,940	46,000	3,060	7.1%	310	2,830	1,540	4,680
Installation, Maintenance, & Repair	26,460	28,250	1,790	6.8%	180	1,590	960	2,740
Computer, Engineering, & Science	28,790	30,890	2,110	7.3%	200	1,520	680	2,400
Healthcare Practitioners & Technical	32,720	36,950	4,230	12.9%	420	870	920	2,220
Production	17,030	17,150	120	0.7%	10	1,200	800	2,020
Farming, Fishing, & Forestry	4,340	4,280	-70	-1.6%	-10	480	160	630

Totals may not add due to rounding to the nearest ten.

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

From 2016 to 2026, the large majority of county jobs will also be derived from service occupations. This sector employs between one-quarter to one-third of each county's workforce. The top three occupational groups adding the most jobs will be the same for both Honolulu and Maui County. These include: service; education, legal, community service, arts, and media; and management, business, and financial occupations. Similarly for Hawaii and Kauai County, the three occupational groups are also identical. These three are as follows: service; management, business and financial; and construction and extraction. The fastest growing occupational group, healthcare practitioners and technical, will advance the fastest with growth above the average rate in all four counties. Farming, fishing, and forestry, the

smallest occupational group, and production occupations are projected to lose workers in both Honolulu and Maui County.

Table 1.22. Occupational Employment and Growth, Honolulu County, 2016-2026

Occupation Title	2016 Emp	2026 Emp	Change Net	Change Percent	Ann. Avg. Openings Change	Ann. Avg Openings Transfers	Ann. Avg. Openings Exits	Ann. Avg Openings Total
Total, All Occupations	514,230	544,420	30,190	5.9%	3,020	32,700	25,430	61,150
Service	127,520	139,480	11,970	9.4%	1,200	10,110	9,100	20,420
Office & Administrative Support	69,270	68,390	-890	-1.3%	-90	4,110	3,510	7,530
Sales & Related	47,180	47,760	580	1.2%	60	3,670	2,890	6,610
Education, Legal, Community Service, Arts, & Media	59,710	63,840	4,150	7.0%	410	2,910	2,590	5,920
Management, Business, & Financial	63,660	67,590	3,930	6.2%	390	3,400	1,930	5,720
Transportation & Material Moving	32,630	35,460	2,840	8.7%	280	2,330	1,700	4,310
Construction & Extraction	31,660	33,420	1,760	5.6%	180	2,080	1,130	3,380
Computer, Engineering, & Science	24,200	25,850	1,650	6.8%	170	1,260	550	1,990
Installation, Maintenance, & Repair	18,870	20,030	1,160	6.1%	120	1,130	680	1,930
Healthcare Practitioners & Technical	25,780	28,890	3,110	12.1%	310	680	720	1,710
Production	12,400	12,360	-30	-0.3%	>-10	870	570	1,440
Farming, Fishing, & Forestry	1,360	1,350	-10	-0.7%	>-10	150	50	200

Totals may not add due to rounding to the nearest ten.

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

Table 1.23. Occupational Employment and Growth, Hawaii County, 2016-2026

Occupation Title	2016 Emp	2026 Emp	Change Net	Change Percent	Ann. Avg. Openings Change	Ann. Avg Openings Transfers	Ann. Avg. Openings Exits	Ann. Avg Openings Total
Total, All Occupations	77,900	85,010	7,120	9.1%	710	5,070	4,160	9,950
Service	23,100	26,130	3,030	13.1%	290	1,840	1,630	3,770
Office & Administrative Support	10,380	10,730	350	3.4%	40	640	550	1,220
Sales & Related	6,710	7,040	330	4.9%	30	530	440	1,000
Management, Business, & Financial	9,630	10,230	590	6.1%	60	370	410	840
Transportation & Material Moving	4,430	4,900	470	10.7%	50	320	230	600
Construction & Extraction	4,830	5,340	510	10.5%	50	320	180	540
Education, Legal, Community Service, Arts & Media	2,600	2,900	310	11.9%	30	170	100	300
Installation, Maintenance, & Repair	2,640	2,900	260	9.8%	30	160	100	290
Production	2,040	2,200	150	7.5%	20	150	100	260
Healthcare Practitioners & Technical	3,200	3,750	560	17.4%	60	90	90	240
Farming, Fishing, & Forestry	1,500	1,550	60	3.7%	10	170	60	230
Computer, Engineering, & Science	1,870	2,040	170	9.1%	10	110	40	170

Totals may not add due to rounding to the nearest ten.

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

Table 1.24. Occupational Employment and Growth, Maui County, 2016-2026

Occupation Title	2016 Emp	2026 Emp	Change Net	Change Percent	Ann. Avg. Openings Change	Ann. Avg Openings Transfers	Ann. Avg. Openings Exits	Ann. Avg Openings Total
Total, All Occupations	84,180	90,310	6,130	7.3%	610	5,760	4,650	11,020
Service	28,820	31,510	2,710	9.4%	270	2,380	2,080	4,730
Sales & Related	9,950	10,280	330	3.3%	30	760	610	1,400
Office & Administrative Support	10,380	10,570	190	1.9%	20	640	540	1,200

Occupation Title	2016 Emp	2026 Emp	Change Net	Change Percent	Ann. Avg. Openings Change	Ann. Avg Openings Transfers	Ann. Avg. Openings Exits	Ann. Avg Openings Total
Management, Business & Financial	9,170	9,740	570	6.2%	60	420	340	820
Education, Legal, Community Service, Arts & Media	6,500	7,180	680	10.5%	70	340	300	710
Transportation & Material Moving	5,240	5,740	500	9.6%	50	370	280	700
Construction & Extraction	4,350	4,850	510	11.6%	50	290	160	510
Installation, Maintenance, & Repair	3,170	3,420	250	7.7%	20	190	120	330
Production	1,890	1,880	-10	-0.7%	>-10	130	100	220
Healthcare Practitioners & Technical	2,420	2,830	400	16.6%	40	60	70	170
Computer, Engineering, & Science	1,320	1,460	140	10.6%	20	70	30	120
Farming, Fishing, & Forestry	980	850	-130	-13.5%	-10	100	30	120

Totals may not add due to rounding to the nearest ten.

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

Table 1.25. Occupational Employment and Growth, Kauai County, 2016-2026

Occupation Title	2016 Emp	2026 Emp	Change Net	Change Percent	Ann. Avg. Openings Change	Ann. Avg Openings Transfers	Ann. Avg. Openings Exits	Ann. Avg Openings Total
Total, All Occupations	34,140	37,150	3,010	8.8%	300	2,330	1,860	4,490
Service	11,460	12,870	1,420	12.4%	150	930	830	1,900
Sales & Related	3,460	3,590	140	3.9%	10	280	220	510
Office & Administrative Support	4,210	4,300	100	2.3%	10	260	220	490
Management, Business, & Financial	3,840	4,140	300	7.8%	30	180	150	360
Transportation & Material Moving	2,250	2,440	190	8.2%	20	160	120	290
Construction & Extraction	1,840	2,040	200	10.8%	20	130	70	210

Occupation Title	2016 Emp	2026 Emp	Change Net	Change Percent	Ann. Avg. Openings Change	Ann. Avg Openings Transfers	Ann. Avg. Openings Exits	Ann. Avg Openings Total
Installation, Maintenance, & Repair	1,430	1,560	140	9.7%	10	90	50	160
Education, Legal, Community Service, Arts & Media	870	940	80	9.2%	20	60	40	110
Production	750	810	60	7.6%	10	50	40	100
Computer, Engineering, & Science	930	1,040	120	12.9%	0	50	30	90
Healthcare Practitioners & Technical	1,250	1,410	170	13.4%	20	30	40	90
Farming, Fishing, & Forestry	510	530	20	3.7%	<10	60	20	80

Totals may not add due to rounding to the nearest ten.

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

Best Job Opportunities

Good job opportunities exist for jobseekers at every education level. The following tables provide a list of jobs, sorted by education level, that offer the best job opportunities for the state and counties. These jobs have the most projected openings, above average growth, and provide wages that exceed the median average. Also included is an automation index which estimates the risk of automation to the occupation, with a lower index indicating less risk of automation.

Table 1.26. Best Job Opportunities by Education Level, State of Hawaii, 2016-2026

Occupation	Total Annual Openings	New Jobs Created Annually	Annual Growth Rate	Base Year Empl.	2018 Median Wage	Automation Index
Less than High School Education	--	--	--	--	--	--
Waiters and Waitresses	3,300	1,180	0.7%	16,370	\$48,860	129.8
Construction Laborers	840	620	0.8%	7,420	\$59,220	131.9
Cement Masons and Concrete Finishers	120	80	0.9%	970	\$78,400	126.6
Roofers	120	80	0.7%	1,120	\$55,570	130.8
Industrial Truck and Tractor Operators	100	70	0.8%	790	\$45,460	119.5
High School or equivalent	--	--	--	--	--	--
Maintenance and Repair Workers, General	810	650	0.9%	7,390	\$45,650	109.6
Electricians	520	290	0.7%	4,370	\$74,140	110.3

Occupation	Total Annual Openings	New Jobs Created Annually	Annual Growth Rate	Base Year Empl.	2018 Median Wage	Automation Index
Hotel, Motel, and Resort Desk Clerks	410	210	0.9%	2,410	\$44,790	104.0
Property, Real Estate, and Community Association Managers	370	360	0.8%	4,330	\$54,690	83.8
Bus Drivers, Transit and Intercity	320	280	1.2%	2,330	\$46,010	98.0
Plumbers, Pipefitters, and Steamfitters	320	280	1.0%	2,700	\$64,700	116.3
Reservation & Transportation Ticket Agents & Travel Clerks	320	250	0.9%	2,770	\$42,480	94.4
Food Service Managers	320	230	0.8%	2,660	\$60,250	104.4
First-Line Supervisors, Const. Trades & Extraction Wkrs	300	240	0.8%	2,820	\$82,400	106.2
Operating Engineers and Other Construction Equipment Oprs.	280	210	0.9%	2,300	\$82,000	120.3
Chefs and Head Cooks	250	170	0.9%	1,780	\$63,810	93.2
First-Line Supervisors, Housekeeping and Janitorial Workers	240	170	0.9%	1,940	\$46,100	101.1
First-Line Supervisors of Mechanics, Installers, Repairers	230	180	0.7%	2,460	\$75,290	94.0
Fitness Trainers and Aerobics Instructors	210	130	1.2%	1,090	\$46,230	84.4
Police and Sheriff's Patrol Officers	200	190	0.7%	2,820	\$73,370	94.5
First-Line Supervisors of Personal Service Workers	170	180	1.2%	1,530	\$46,490	91.4
First-Line Supervisors, Transportation & Vehicle Operators	150	140	1.1%	1,230	*\$50,720	n/a
First-Line Supervisors, Landscaping and Groundskeeping Wkrs	140	120	0.9%	1,280	\$55,970	101.3
Insurance Sales Agents	130	100	0.8%	1,240	\$53,160	96.0
Sheet Metal Workers	120	70	0.7%	1,020	\$81,250	117.7
Bus and Truck Mechanics and Diesel Engine Specialists	110	140	1.3%	1,050	\$58,440	114.6
Construction and Building Inspectors	100	60	0.8%	840	\$64,100	92.7
Associate's degree, Postsecondary or some college	--	--	--	--	--	--
Heavy and Tractor-Trailer Truck Drivers	460	270	0.7%	3,950	\$46,780	110.1
Massage Therapists	300	450	2.0%	2,290	\$57,740	86.5
Captains, Mates, Pilots of Water Vessels	150	90	0.7%	1,340	\$51,010	97.0
Paralegals and Legal Assistants	140	120	1.0%	1,190	\$50,170	89.4
Licensed Practical & Licensed Vocational Nurses	120	160	1.2%	1,330	\$49,360	84.8
Computer User Support Specialists	110	130	1.0%	1,210	\$45,960	82.9
Heating, Air Conditioning, and Refrigeration Mechanics	110	100	1.1%	950	\$60,070	113.0

Occupation	Total Annual Openings	New Jobs Created Annually	Annual Growth Rate	Base Year Empl.	2018 Median Wage	Automation Index
Bachelor's degree and higher	--	--	--	--	--	--
General and Operations Managers	1,030	950	0.8%	11,210	\$99,510	82.2
Registered Nurses	770	1,530	1.3%	11,460	\$105,300	85.3
Substitute Teachers	740	500	0.8%	6,160	\$47,150	83.3
Accountants and Auditors	530	450	0.9%	5,280	\$61,290	93.1
Management Analysts	280	280	0.9%	2,930	\$78,980	91.1
Construction Managers	240	240	0.8%	3,010	\$100,010	88.6
Sales Managers	240	180	0.7%	2,560	\$83,200	85.7
Child, Family, and School Social Workers	230	190	0.9%	2,000	\$55,820	83.7
Financial Managers	220	400	1.8%	2,230	\$107,980	85.8
Educational, Guidance, School, and Vocational Counselors	200	160	1.0%	1,680	\$58,970	80.0
Civil Engineers	190	160	0.7%	2,330	\$83,610	81.7
Medical and Health Services Managers	150	270	1.8%	1,490	\$114,490	75.2
Administrative Services Managers	140	150	1.0%	1,500	\$94,940	81.0
Healthcare Social Workers	140	220	2.1%	1,030	\$64,710	83.5
Instructional Coordinators	140	120	0.8%	1,410	\$64,230	88.5
Market Research Analysts & Marketing Specialists	130	220	2.1%	1,060	\$55,910	88.6
Cost Estimators	130	110	0.9%	1,210	\$79,890	96.5
Public Relations Specialists	130	100	0.8%	1,220	\$59,240	90.0
Airline Pilots, Copilots, and Flight Engineers	110	110	1.1%	1,040	*\$118,070	91.5
Loan Officers	110	110	0.9%	1,200	\$58,430	91.7
Training and Development Specialists	110	100	1.0%	980	\$59,100	88.0

Source: Department of Labor and Industrial Relations, Research and Statistics. Automation index is determined by EMSI, www.economic modeling.com

Although a wide range of jobs are available within each county, certain occupations are the same in all four counties. Of the occupations that require less than a high school education, construction laborers, appear on each counties' list. For occupations requiring a high school education, the following jobs are common to all counties: plumbers, pipefitters, and steamfitters; first-line supervisors, construction trades and extraction workers; operating engineers and other construction equipment operators; first-line supervisors of mechanics, installers, repairers; and first-line supervisors of personal service workers. Among jobs that need an associate degree, postsecondary or some college, massage therapist is found in every county. Five occupations in the four counties that require at least a bachelor's degree or higher include: general and operations managers; registered nurses; accountants and auditors; construction managers; and financial managers.

Table 1.27. Best Job Opportunities by Education Level, Honolulu County, 2016-2026

Occupation	Total Annual Openings	New Jobs Created Annually	Annual Growth Rate	Base Year Empl.	2018 Median Wage	Automation Index
Less than High School Education	--	--	--	--	--	--
Waiters and Waitresses	2,000	710	7.1%	9,930	\$49,690	129.8
Construction Laborers	620	360	6.4%	5,570	\$61,360	131.9
Cement Masons and Concrete Finishers	80	50	7.4%	690	\$75,390	126.6
Industrial Truck and Tractor Operators	70	40	7.4%	560	\$46,200	119.5
High School or equivalent	--	--	--	--	--	--
Maintenance and Repair Workers, General	540	420	8.6%	4,910	\$44,500	109.6
Property, Real Estate, and Community Association Managers	280	250	7.6%	3,230	\$55,030	83.8
Bus Drivers, Transit and Intercity	270	200	10.2%	1,960	\$48,650	98.0
Hotel, Motel, and Resort Desk Clerks	240	130	9.3%	1,400	\$46,860	104.0
Plumbers, Pipefitters, and Steamfitters	230	170	8.5%	1,980	\$68,510	116.3
Food Service Managers	230	150	7.9%	1,920	\$56,630	104.4
First-Line Supervisors, Const. Trades & Extraction Wkrs	210	140	6.8%	2,020	\$84,830	106.2
Operating Engineers and Other Construction Equipment Oprs.	180	110	6.9%	1,530	\$85,540	120.3
First-Line Supervisors of Mechanics, Installers, Repairers	170	120	6.3%	1,870	\$79,070	94.0
Fitness Trainers and Aerobics Instructors	160	100	11.1%	870	\$47,560	84.4
Chefs and Head Cooks	150	100	9.2%	1,100	\$66,460	93.2
First-Line Supervisors, Housekeeping and Janitorial Workers	150	90	7.7%	1,190	\$45,100	101.1
Police and Sheriff's Patrol Officers	140	120	6.1%	1,980	\$74,410	94.5
First-Line Supervisors of Personal Service Workers	110	110	10.5%	1,060	\$45,900	91.4
First-Line Supervisors, Transportation & Vehicle Operators	110	100	11.1%	910	*\$51,060	n/a
Insurance Sales Agents	100	70	7.3%	990	\$55,130	96.0
Sheet Metal Workers	100	60	6.0%	920	\$81,130	117.7
Associate's degree, Postsecondary or some college	--	--	--	--	--	--
Heavy and Tractor-Trailer Truck Drivers	320	190	6.8%	2,790	\$46,380	110.1
Massage Therapists	190	310	21.4%	1,430	\$52,920	86.5
Paralegals and Legal Assistants	120	100	10.0%	1,010	\$49,280	89.4
Computer User Support Specialists	90	100	9.5%	1,020	\$46,390	82.9
Heating, Air Conditioning, and Refrigeration Mechanics	90	70	9.1%	820	\$59,200	113.0

Occupation	Total Annual Openings	New Jobs Created Annually	Annual Growth Rate	Base Year Empl.	2018 Median Wage	Automation Index
Captains, Mates, and Pilots of Water Vessels	90	50	6.4%	770	\$53,190	97.0
Firefighters	80	70	6.0%	1,110	\$66,430	100.6
Licensed Practical and Licensed Vocational Nurses	70	90	10.3%	840	\$49,870	84.8
Bachelor's degree and Higher	--	--	--	--	--	--
General and Operations Managers	790	650	7.6%	8,640	\$107,490	82.2
Substitute Teachers	650	420	7.7%	5,420	\$48,430	83.3
Registered Nurses	610	1,200	13.1%	9,150	\$106,820	85.3
Accountants and Auditors	420	340	8.0%	4,300	\$61,620	93.1
Management Analysts	260	240	8.8%	2,730	\$79,450	91.1
Construction Managers	180	160	6.7%	2,320	\$98,240	88.6
Financial Managers	170	300	17.0%	1,790	\$113,670	85.8
Sales Managers	160	120	6.7%	1,730	\$86,640	85.7
Educational, Guidance, School, and Vocational Counselors	160	130	9.5%	1,330	\$59,820	80.0
Child, Family, and School Social Workers	150	110	8.5%	1,340	\$55,280	83.7
Medical and Health Services Managers	120	180	15.2%	1,200	\$117,080	75.2
Instructional Coordinators	120	90	7.9%	1,150	\$64,290	88.5
Administrative Services Managers	110	100	8.7%	1,150	\$97,590	81.0
Public Relations Specialists	110	70	7.0%	990	\$60,520	90.0
Healthcare Social Workers	110	160	19.2%	820	\$66,470	83.5

Source: Department of Labor and Industrial Relations, Research and Statistics. Automation index is determined by EMSI, www.economic modeling.com

Table 1.28. Best Job Opportunities by Education Level, Hawaii County, 2016-2026

Occupation	Total Annual Openings	New Jobs Created Annually	Annual Growth Rate	Base Year Empl.	2018 Median Wage	Automation Index
Less than High School Education	--	--	--	--	--	--
Construction Laborers	100	100	11.6%	830	\$43,180	131.9
Cooks, Institution and Cafeteria	30	20	12.0%	180	\$43,890	108.3
Refuse and Recyclable Material Collectors	20	20	12.7%	170	\$38,330	119.7
High School or equivalent	--	--	--	--	--	--
First-Line Supervisors, Food Preparation and Serving Workers	110	70	10.5%	700	\$41,180	107.7
Maintenance and Repair Workers, General	90	100	13.2%	740	\$44,100	109.6
Property, Real Estate, and Community Association Managers	50	60	12.3%	510	\$51,860	83.8

Occupation	Total Annual Openings	New Jobs Created Annually	Annual Growth Rate	Base Year Empl.	2018 Median Wage	Automation Index
Operating Engineers and Other Construction Equipment Oprs.	50	50	12.2%	390	\$65,900	120.3
Electricians	50	40	10.2%	400	\$77,190	110.3
Bus Drivers, School or Special Client	40	80	29.9%	250	\$48,970	100.8
Plumbers, Pipefitters, and Steamfitters	40	50	16.9%	310	\$64,090	116.3
First-Line Supervisors, Const. Trades & Extraction Wkrs	40	40	11.8%	350	\$70,590	106.2
Hotel, Motel, and Resort Desk Clerks	40	30	12.3%	240	\$40,730	104.0
First-Line Supervisors of Mechanics, Installers, Repairers	20	30	10.2%	250	\$65,100	94.0
First-Line Supervisors, Transportation & Vehicle Operators	20	20	11.9%	140	*\$48,690	n/a
First-Line Supervisors of Personal Service Workers	20	20	10.8%	170	\$47,160	91.4
Concierges	20	10	10.0%	110	\$42,490	103.0
Associate's degree, Postsecondary or some college	--	--	--	--	--	--
Medical Assistants	70	170	38.3%	440	\$40,040	97.3
Massage Therapists	50	60	14.7%	420	\$72,030	86.5
Licensed Practical and Licensed Vocational Nurses	20	50	21.6%	220	\$49,820	84.8
Captains, Mates, and Pilots of Water Vessels	20	20	11.8%	150	\$43,200	97.0
Paralegals and Legal Assistants	20	20	13.6%	130	\$43,750	89.4
Bachelor's degree and Higher	--	--	--	--	--	--
General and Operations Managers	100	130	12.5%	1,000	\$73,770	82.2
Registered Nurses	90	200	16.8%	1,220	\$93,820	85.3
Accountants and Auditors	50	60	11.9%	490	\$58,250	93.1
Construction Managers	30	40	11.6%	330	\$102,770	88.6
Financial Managers	20	30	20.0%	160	\$88,440	85.8
Administrative Services Managers	20	20	14.6%	170	\$83,560	81.0
Cost Estimators	20	20	13.3%	140	\$66,590	96.5
Sales Managers	20	20	11.6%	200	\$79,900	85.7
Mental Health and Substance Abuse Social Workers	20	40	27.8%	130	*\$48,080	81.7
Healthcare Social Workers	20	30	25.0%	120	\$73,860	83.5

Source: Department of Labor and Industrial Relations, Research and Statistics. Automation index is determined by EMSI, www.economic modeling.com

Table 1.29. Best Job Opportunities by Education Level, Maui County, 2016-2026

Occupation	Total Annual Openings	New Jobs Created Annually	Annual Growth Rate	Base Year Empl.	2018 Median Wage	Automation Index
Less than High School Education	--	--	--	--	--	--
Construction Laborers	60	70	13.2%	490	\$62,360	131.9
Cement Masons and Concrete Finishers	20	10	10.8%	130	\$88,930	126.6
High School or equivalent	--	--	--	--	--	--
Carpenters	120	110	9.3%	1,140	\$62,570	125.9
First-Line Supervisors, Food Preparation and Serving Workers	110	50	7.5%	720	\$52,420	107.7
Reservation & Transportation Ticket Agents & Travel Clerks	60	70	15.3%	480	\$48,800	94.4
Electricians	60	40	8.6%	490	\$72,240	110.3
Plumbers, Pipefitters, and Steamfitters	50	60	15.2%	370	\$53,950	116.3
Sales Rep., Wholesale & Mfg, Exc. Tech. & Scientific Product	50	50	11.4%	400	\$44,630	91.5
Property, Real Estate, and Community Association Managers	50	50	7.9%	620	\$54,410	83.8
First-Line Supervisors, Housekeeping and Janitorial Workers	50	40	9.9%	370	\$50,550	101.1
Self-Enrichment Education Teachers	40	50	15.6%	330	\$47,200	89.0
Food Service Managers	40	30	8.4%	360	\$79,170	104.4
Chefs and Head Cooks	40	20	8.5%	280	\$77,610	93.2
Operating Engineers and Other Construction Equipment Oprs.	30	40	16.7%	240	\$81,320	120.3
First-Line Supervisors, Const. Trades & Extraction Wkrs	30	40	12.8%	310	\$75,980	106.2
First-Line Supervisors, Landscaping and Groundskeeping Wkrs	30	30	12.0%	270	\$56,910	101.3
First-Line Supervisors of Non-Retail Sales Workers	30	20	7.4%	260	\$64,020	81.4
First-Line Supervisors of Personal Service Workers	20	30	13.5%	210	\$50,060	91.4
First-Line Supervisors of Mechanics, Installers, Repairers	20	30	10.9%	250	\$66,310	94.0
Police and Sheriff's Patrol Officers	20	30	8.6%	300	\$66,490	94.5
First-Line Supervisors, Transportation & Vehicle Operators	20	20	12.3%	150	*\$49,920	n/a
Locker Room, Coatroom, and Dressing Room Attendants	20	10	9.3%	90	\$41,460	119.3

Occupation	Total Annual Openings	New Jobs Created Annually	Annual Growth Rate	Base Year Empl.	2018 Median Wage	Automation Index
Insurance Sales Agents	20	10	8.8%	160	\$56,810	96.0
Associate's degree, Postsecondary or some college	--	--	--	--	--	--
Massage Therapists	40	50	17.8%	300	\$73,460	86.5
Captains, Mates, and Pilots of Water Vessels	40	30	7.7%	350	\$46,850	97.0
Heavy and Tractor-Trailer Truck Drivers	40	30	7.6%	370	\$52,670	110.1
Licensed Practical and Licensed Vocational Nurses	20	40	20.6%	170	\$46,930	84.8
Aircraft Mechanics and Service Technicians	20	30	17.1%	180	\$63,540	101.2
Bachelor's degree and Higher	--	--	--	--	--	--
General and Operations Managers	100	110	9.6%	1,090	\$88,480	82.2
Registered Nurses	50	80	11.0%	760	\$91,120	85.3
Elementary School Teachers, Except Special Education	50	50	8.7%	600	\$59,010	82.3
Accountants and Auditors	40	30	7.4%	410	\$60,350	93.1
Child, Family, and School Social Workers	30	50	18.0%	250	\$53,650	83.7
Medical and Health Services Managers	20	70	40.6%	180	\$98,620	75.2
Market Research Analysts and Marketing Specialists	20	40	26.2%	150	\$49,860	88.6
Financial Managers	20	40	19.0%	220	\$87,430	85.8
Substance Abuse and Behavioral Disorder Counselors	20	30	21.6%	140	*\$45,940	84.9
Construction Managers	20	30	10.9%	270	\$146,300	88.6
Secondary School Teachers, Exc. Spcl & Career/Technical Edu.	20	30	8.5%	300	\$60,970	84.9
Meeting, Convention, and Event Planners	20	20	14.0%	160	\$58,500	90.5
Substitute Teachers	20	20	11.1%	160	\$43,840	83.3
Administrative Services Managers	20	20	8.8%	170	\$83,320	81.0
Middle School Teachers, Exc. Special & Career/Technical Edu.	20	20	8.5%	280	\$60,030	84.5

Source: Department of Labor and Industrial Relations, Research and Statistics. Automation index is determined by EMSI, www.economic modeling.com

Table 1.30. Best Job Opportunities by Education Level, Kauai County, 2016-2026

Occupation	Total Annual Openings	New Jobs Created Annually	Annual Growth Rate	Base Year Empl.	2018 Median Wage	Automation Index
Less than High School Education	--	--	--	--	--	--
Waiters and Waitresses	260	130	10.6%	1,260	\$59,820	131.9
Construction Laborers	50	40	10.4%	430	\$81,790	118.3
Parts Salespersons	10	<10	9.5%	40	\$60,450	126.6
High School or equivalent	--	--	--	--	--	--
Maintenance and Repair Workers, General	60	60	11.5%	520	\$48,730	109.6
Food Service Managers	30	20	11.3%	200	\$59,170	104.4
First-Line Supervisors, Housekeeping and Janitorial Workers	20	20	12.6%	150	\$45,850	101.1
First-Line Supervisors, Const. Trades & Extraction Wkrs	20	20	11.4%	140	\$82,880	106.2
Bus Drivers, Transit and Intercity	20	10	10.3%	140	\$41,090	98.0
Helpers--Installation, Maintenance, and Repair Workers	10	10	17.6%	70	\$41,270	117.0
Billing and Posting Clerks	10	10	15.8%	40	\$43,510	98.5
Pharmacy Technicians	10	10	15.4%	90	\$42,010	109.9
Plumbers, Pipefitters, and Steamfitters	10	10	15.2%	70	\$57,020	116.3
First-Line Supervisors of Personal Service Workers	10	10	14.3%	80	\$49,510	91.4
First-Line Supervisors of Production and Operating Workers	10	10	13.6%	80	\$50,050	88.6
Fitness Trainers and Aerobics Instructors	10	10	13.2%	40	\$46,550	84.4
Lodging Managers	10	10	11.3%	70	\$68,380	97.3
First-Line Supervisors, Landscaping and Groundskeeping Wkrs	10	10	11.2%	100	\$57,140	101.3
Chefs and Head Cooks	10	10	9.9%	70	\$40,350	93.2
First-Line Supervisors of Mechanics, Installers, Repairers	10	10	9.4%	120	\$62,720	94.0
Property, Real Estate, and Community Association Managers	10	10	9.3%	150	\$57,380	83.8
Operating Engineers and Other Construction Equipment Oprs.	10	10	9.2%	100	\$58,740	120.3
Associate's degree, Postsecondary or some college	--	--	--	--	--	--

Occupation	Total Annual Openings	New Jobs Created Annually	Annual Growth Rate	Base Year Empl.	2018 Median Wage	Automation Index
Massage Therapists	20	30	22.3%	130	\$78,320	86.5
Firefighters	10	20	9.4%	170	\$52,420	100.6
Medical Assistants	10	10	19.2%	70	\$43,280	97.3
Aircraft Mechanics and Service Technicians	10	10	10.0%	70	\$67,850	101.2
Bachelor's degree and Higher	--	--	--	--	--	--
General and Operations Managers	60	80	11.9%	630	\$80,450	82.2
Registered Nurses	30	60	13.5%	420	\$105,450	85.3
Accountants and Auditors	20	20	10.6%	200	\$61,400	93.1
Sales Managers	20	20	10.2%	150	\$65,000	85.7
Financial Managers	10	20	17.9%	100	\$77,100	85.8
Market Research Analysts and Marketing Specialists	10	10	20.0%	50	\$44,420	88.6
Social and Community Service Managers	10	10	14.3%	60	\$58,830	85.7
Management Analysts	10	10	14.1%	80	\$75,170	91.1
Civil Engineers	10	10	11.0%	90	\$83,280	81.7
Child, Family, and School Social Workers	10	10	10.5%	110	\$56,200	83.7
Cost Estimators	10	10	10.2%	50	\$63,310	96.5
Construction Managers	10	10	9.1%	100	\$92,650	88.6

Source: Department of Labor and Industrial Relations, Research and Statistics. Automation index is determined by EMSI, www.economic modeling.com

(iii) Employers' Employment Needs. With regard to the industry sectors and occupations identified in (A)(i) and (ii), provide an assessment of the employment needs of employers, including a description of the knowledge, skills, and abilities required, including credentials and licenses.

Wide Range of Skills and Education Needed

To identify the kinds of skills and knowledge that individuals need to find current and future employment, and that employers' desire in their employees, the following table summarizes the skills, abilities, and knowledge requirements of the twenty occupations with the most annual openings.

Table 1.31. Skill Requirements of Jobs with the Most Job Openings, 2016-2026

Occupation Title	Skills	Abilities	Knowledge	Education/ Training/Work Experience	2018 OES Median Wages
Retail Salespersons	Persuasion, active listening, service orientation, speaking	Oral comprehension & expression, speech clarity and recognition, problem sensitivity	Customer & personal service, sales & marketing, English language, mathematics	Less than HS/Short-term OJT/No experience	\$27,100
Waiters & Waitresses	Active listening, service orientation, speaking, social perceptiveness	Oral comprehension & expression, speech clarity & recognition, near vision, arm-hand steadiness	Customer & personal service, English language, sales & marketing, food production	Less than HS/Short-term OJT/No experience	\$48,860
Cashiers	Service orientation, active listening, speaking, mathematics, social perceptiveness	Oral comprehension & expression, near vision, speech recognition, information ordering	Customer & personal service, administration & management, mathematics, clerical	Less than HS/Short-term OJT/No experience	\$24,070
Combined Food Prep. & Serving Workers, Including Fast Food	Active listening, service orientation, speaking, coordination, monitoring	Oral comprehension & expression, speech recognition & clarity, information ordering	Customer & personal service, food production, public safety & security, English language, sales & marketing	Less than HS/Short-term OJT/No experience	\$23,520
Maids & Housekeeping Cleaners	Service orientation, coordination	Extent flexibility, trunk strength, stamina, information ordering, near vision	Customer & personal service, English language	Less than HS/Short-term OJT/No experience	\$38,670
Janitors & Cleaners	Active listening	Near vision, oral comprehension, static & trunk strength, extent flexibility	Customer & personal service, English language	Less than HS/Short-term OJT/No experience	\$31,270

Occupation Title	Skills	Abilities	Knowledge	Education/ Training/Work Experience	2018 OES Median Wages
Office Clerks, General	Active listening, reading comprehension, speaking, writing, coordination	Oral comprehension and expression, written comprehension & expression, near vision	Clerical, English language, customer & personal service, administration & management	HS/Short-term OJT/No experience	\$33,180
Food Preparation Workers	Active listening, coordination, service orientation, social perceptiveness, speaking	Near vision, arm-hand steadiness, manual dexterity, oral expression, finger dexterity	Customer & personal service, administration & management, public safety & security	Less than HS/Short-term OJT/No experience	\$25,840
Cooks, Restaurant	Monitoring, active listening, coordination, critical thinking, speaking	Near vision, information ordering, manual dexterity, problem sensitivity, speech recognition	Food production, customer & personal service, English language, production & processing	Less than HS/Moderate-term OJT/fewer than 5 years' experience	\$30,830
Security Guards	Active listening, monitoring, speaking, coordination, critical thinking	Problem sensitivity, far vision, oral comprehension & expression, selective attention	Public safety & security, English language, customer and personal service	HS/Short-term OJT/No experience	\$32,770
Counter Attendants, Cafeteria, Food Concession, & Coffee Shop	Active listening, service orientation, social perceptiveness, speaking, time management	Oral comprehension & expression, near vision, arm-hand steadiness, information ordering	Customer & personal service, food production, sales & marketing, English language	Less than HS/Short-term OJT/No experience	\$23,600
Landscaping and Groundskeeping Workers	Operation and control	Multilimb coordination, manual dexterity, trunk strength, arm-hand steadiness, control precision	English language, customer & personal service, chemistry	Less than HS/Short-term OJT/No experience	\$32,800

Occupation Title	Skills	Abilities	Knowledge	Education/ Training/Work Experience	2018 OES Median Wages
Stock Clerks and Order Fillers	Speaking, active listening, service orientation, coordination, time management, reading comprehension	Oral expression & comprehension, speech clarity & recognition, category & extent flexibility, information ordering, finger & manual dexterity, near vision, static strength, arm-hand steadiness	Customer & personal service, mathematics, production & processing, English language	HS/Short-term OJT/No experience	\$27,940
Laborers and Freight, Stock, and Material Movers, Hand	n/a	Static strength, multilimb coordination, trunk strength, control precision, manual dexterity	n/a	Less than HS/Short-term OJT/No experience	\$32,710
General and Operations Managers	Active listening, coordination, monitoring, social perceptiveness, speaking	Oral comprehension & expression, problem sensitivity, speech clarity, written comprehension	Administration & management, customer & personal service, personnel & human resources, English language, mathematics	Bachelor's degree/No Training/5+ years' experience	\$99,510
Customer Service Representatives	Active listening, speaking, service orientation, reading comprehension, critical thinking	Oral comprehension & expression, speech clarity & recognition, near vision	Customer & personal service, English language, clerical, computers & electronics	HS/Short-term OJT/No experience	\$36,050
Dining Room & Cafeteria Attendants and Bartender Helpers	Service orientation, coordination	Trunk strength, manual dexterity, arm-hand steadiness, speech recognition, extent flexibility	Customer & personal service, food production, English language	Less than HS/Short-term OJT/No experience	\$34,190

Occupation Title	Skills	Abilities	Knowledge	Education/ Training/Work Experience	2018 OES Median Wages
Secretaries, Except Legal, Medical, and Executive	Active listening, speaking, reading comprehension, writing, service orientation	Oral comprehension & expression, written comprehension & expression, near vision	Clerical, English language, computers and electronics, customer & personal service, administration & management	HS/Short-term OJT/No experience	\$39,740
First-Line Supervisors of Retail Sales Workers	Active listening, service orientation, speaking coordination, critical thinking	Oral comprehension & expression, speech clarity & recognition, problem sensitivity	Customer & personal service, administration & management, sales & marketing, English language, education & training	HS/No Training/fewer than 5 years' experience	\$41,300
Hosts and Hostesses, Restaurant, Lounge, and Coffee Shop	Active listening, speaking, service orientation, social perceptiveness, coordination	Oral comprehension & expression, speech clarity & recognition, near vision	Customer & personal service, English language, food production, sales & marketing, mathematics	Less than HS/Short-term OJT/No experience	\$29,950

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

Of the twenty occupations with the most annual openings, seventeen were primarily entry level positions requiring only basic skills and need less than a month of training. Six of the twenty occupations involved food services jobs either as waiters and waitresses, food preparation workers, restaurant cooks, hosts and hostesses, and various counter attendants. Retail sales jobs and cashiers were also plentiful. The skills for most of these jobs required were active listening, speaking, and service orientation. About half require coordination. As for knowledge, customer and personal service was critical and English played a strong role for those seeking employment in most of these positions. For occupations dealing with food, food production was important. At least a high school diploma was only necessary for six of the occupations listed.

In terms of work experience, supervisory positions, which include general and operations managers (5+ years) and first-line supervisors of retail sales workers (fewer than 5 years) necessitate work experience. The only non-supervisory position requiring work experience is restaurant cooks (fewer than 5 years)

Many of these occupations are tourist-related jobs that reflect the dominance of the visitor

industry in our state's economy. Most of these positions are likely entry-level, requiring minimal training that is usually acquired on the job.

One occupation, general and operations managers required more advanced education, meaning a bachelor's degree or higher. Therefore, not surprisingly, in addition to basic skills, administration and management knowledge relating to the management of personnel and human resources were deemed necessary skills for this position. Along with these skills, knowledge specific to the job, knowledge of law and government were also desirable attributes for general and operations managers.

Mismatch Between Education and Work Experience of Advertised Jobs vs Potential Candidates

According to data of online job advertisements on November 2019, over four-fifths of the advertised jobs in Hawaii did not have an education requirement, though this may not be surprising since many of the jobs with the most advertised listings were entry-level type positions. As a result, the actual number of potential candidates overwhelmingly exceeded the number of job listings posted for all education levels. Of the jobs that specified a minimum education level, a high school diploma was most frequently required which totaled about 9 percent of the advertised positions, while a bachelor's degree was next highest with four percent of all job listings.

Employers seemed to focus more on the work experience of the potential candidates. While most employers were looking for candidates with some experience, over 97 percent of the jobs could be performed with two years or less of experience. On the other hand, many potential candidates possessed higher levels of work experience, more than half with over 10 years of experience. There were far fewer job openings for those with at least five years of experience compared to the jobs with less experience requirements which presents problems for those with greater work experience seeking employment.

Table 1.32. Education and Work Experience Requirements, State of Hawaii, November 2019

Category	Requirements on Advertised Job Openings	Percent Distribution	Level of Potential Candidates	Percent Distribution
Education Level	--	--	--	--
No Minimum Education Requirement	406	2.0%	0	N/A
Less than High School	0	N/A	432	2.6%
High School Diploma or Equivalent	1,761	8.8%	5,719	34.3%
1 to 3 Years of College or a Technical or Vocational School	33	0.2%	N/A	N/A
Vocational School Certificate	49	0.3%	1,193	7.2%
Associate's Degree	164	0.8%	1,646	9.9%
Bachelor's Degree	788	3.9%	3,160	19.0%
Master's Degree	53	0.3%	1,062	6.4%
Doctorate Degree	20	0.1%	238	1.4%

Category	Requirements on Advertised Job Openings	Percent Distribution	Level of Potential Candidates	Percent Distribution
Specialized Degree (e.g. MD, DDS)	1	0.0%	139	0.8%
Not Specified	16,705	83.6%	N/A	N/A
Work Experience	--	--	--	--
Entry Level	822	4.1%	N/A	N/A
Less than 1 year	171	0.9%	985	5.9%
1 Year to 2 Years	18,471	92.5%	764	4.6%
2 Years to 5 Years	426	2.1%	1,965	11.8%
5 Years to 10 Years	81	0.4%	3,019	18.1%
More than 10 Years	9	0.1%	9,969	59.7%

Job Source: Online Advertised Jobs data, HIWI, as of 11/15/19

(B) Workforce Analysis. The Unified or Combined State Plan must include an analysis of the current workforce, including individuals with barriers to employment, as defined in section 3 of WIOA⁴. This population must include individuals with disabilities among other groups⁵ in the State and across regions identified by the State. This includes—

(i) Employment and Unemployment. Provide an analysis of current employment and unemployment data, including labor force participation rates, and trends in the State.

Civilian Labor Force

After trending upward over the past five years, Hawaii's labor force fell by 0.7 percent to 678,750 in 2018. While the number of unemployed remained the same from 2017 to 2018, the employment count shrank, possibly due to the overall drop in Hawaii's population. The unemployment rate remained unchanged at 2.4 percent for 2018.

The down trend of the labor force continues into 2019 with the January to October average of 663,730 which represents a decrease of 2.3 percent from the same time period in 2018. However, the difference in 2019 is that both employment and unemployment are trending in a negative direction. Employment is down 2.6 percent while unemployment is up 11.5 percent during the 10-month average comparison between 2018 and 2019. Consequently, the 2.8 percent unemployment rate for the January to October 2019 period is 0.4 percentage points higher.

At the County level, Honolulu County closely mirrored the State. Hawaii County experienced a 0.3 percent decrease from 2017 to 2018, in both labor force and employment, but the unemployment number went up by 3.8 percent. This pushed the unemployment rate up by 0.1 percentage point to 3.0 percent in 2018. Unfortunately, the jobless ratio has gone up even further in 2019, averaging 3.6 percent from January to October, an increase of 0.6 points from the prior year.

Maui County fared better than the State in 2018 as it actually saw a 6.7 percent decline in unemployment and a 0.2 point improvement in the jobless rate. However, this lower unemployment rate did not hold up in 2019 as a 10.2 percent increase in the number of jobless pushed the unemployment rate back up to 2.8 percent in the first 10 months of the year.

Kauai County did not change from 2017 to 2018, except for a small 0.1 percentage point uptick in the unemployment rate to 2.5 percent. Like the State, all indicators trended negatively from January to October 2019 as compared to the year before.

In its latest forecast published on November 19, 2019, the State Department of Economic Development and Tourism (DBEDT) forecast Hawaii's unemployment rate to average 2.8 percent in 2019 and rise to 3.6 percent in 2022. On September 20, 2019, the University of Hawaii Economic Research Organization (UHERO) also projected the State's unemployment rate to average 2.8 percent in 2019 but predicts it to go even higher in 2022, reaching 3.9 percent.

Table 1.33. Civilian Labor Force (not seasonally adjusted), State of Hawaii, 2008-2018

Year	Civilian Labor Force	Employed	Unemployed	Unemployment Rate
2008	639,700	612,100	27,550	4.3%
2009	631,700	586,500	45,150	7.2%
2010	647,250	602,300	44,950	6.9%
2011	660,250	615,300	44,950	6.8%
2012	647,200	608,300	38,900	6.0%
2013	651,550	619,700	31,850	4.9%
2014	665,450	636,500	28,950	4.4%
2015	673,950	649,950	24,000	3.6%
2016	682,950	662,800	20,200	3.0%
2017	683,600	667,000	16,600	2.4%
2018	678,750	662,150	16,600	2.4%
2019 (Jan-Oct)	663,730	645,275	18,470	2.8%

Note: 2019 is an average of January to October 2019

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

Table 1.34. Civilian Labor Force (not seasonally adjusted), Honolulu County, 2008-2018

Year	Civilian Labor Force	Employed	Unemployed	Unemployment Rate
2008	443,900	426,850	17,100	3.8%
2009	439,750	413,200	26,550	6.0%
2010	446,200	419,650	26,550	6.0%
2011	456,150	429,350	26,800	5.9%
2012	448,000	423,900	24,150	5.4%
2013	451,500	431,450	20,050	4.4%
2014	460,900	442,150	18,750	4.1%
2015	466,650	451,050	15,600	3.3%
2016	470,100	457,050	13,000	2.8%

Year	Civilian Labor Force	Employed	Unemployed	Unemployment Rate
2017	469,400	458,550	10,850	2.3%
2018	465,200	454,350	10,850	2.3%
2019 (Jan-Oct)	455,830	443,900	11,930	2.6%

Note: 2019 is an average of January to October 2019

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

Table 1.35. Civilian Labor Force (not seasonally adjusted), Hawaii County, 2008-2018

Year	Civilian Labor Force	Employed	Unemployed	Unemployment Rate
2008	84,900	79,800	5,100	6.0%
2009	83,900	75,350	8,550	10.2%
2010	87,750	79,100	8,650	9.9%
2011	88,700	79,950	8,700	9.8%
2012	86,100	78,950	7,150	8.3%
2013	86,200	80,400	5,750	6.7%
2014	87,550	82,700	4,850	5.5%
2015	88,500	84,600	3,900	4.4%
2016	91,350	88,000	3,350	3.7%
2017	91,550	88,900	2,650	2.9%
2018	91,300	88,600	2,750	3.0%
2019 (Jan-Oct)	88,190	84,975	3,215	3.6%

Note: 2019 is an average of January to October 2019

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

Table 1.36. Civilian Labor Force (not seasonally adjusted), Maui County, 2008-2018

Year	Civilian Labor Force	Employed	Unemployed	Unemployment Rate
2008	78,250	74,400	3,800	4.9%
2009	76,050	69,100	6,950	9.1%
2010	78,950	72,200	6,750	8.5%
2011	80,500	74,150	6,400	7.9%
2012	79,150	74,100	5,100	6.4%
2013	79,900	75,750	4,150	5.2%
2014	82,300	78,550	3,700	4.5%
2015	83,750	80,650	3,100	3.7%
2016	85,700	83,050	2,650	3.1%
2017	86,600	84,350	2,250	2.6%
2018	86,150	84,050	2,100	2.4%
2019 (Jan-Oct)	84,540	82,190	2,325	2.8%

Note: 2019 is an average of January to October 2019

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

Table 1.37. Civilian Labor Force (not seasonally adjusted), Kauai County, 2008-2018

Year	Civilian Labor Force	Employed	Unemployed	Unemployment Rate
2008	32,650	31,100	1,600	4.8%
2009	32,000	28,850	3,150	9.8%
2010	34,300	31,300	3,000	8.8%
2011	34,900	31,850	3,050	8.7%
2012	33,900	31,400	2,500	7.3%
2013	34,000	32,050	1,950	5.7%
2014	34,750	33,050	1,700	4.8%
2015	35,050	33,650	1,400	4.0%
2016	35,800	34,650	1,150	3.2%
2017	36,100	35,200	900	2.4%
2018	36,100	35,200	900	2.5%
2019 (Jan-Oct)	35,170	34,180	985	2.8%

Note: 2019 is an average of January to October 2019

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

Labor force participation rate

The labor force participation rate equals the civilian labor force divided by the civilian non-institutionalized population. The changing demographics in Hawaii have contributed to the general decline in labor force participation. Over the past decade, labor force participation has gone from 65.6 percent in 2008 down to 62.1 percent in 2018.

Comparable data from the U.S. Bureau of Labor Statistics are not available for the Counties. However, the U.S. Census Bureau has County data which is provided below. Because the data source is different, we will not make direct comparisons between the counties and the state. Maui County has the highest participation rate of 69.6 percent in 2018, while Hawaii County had the lowest with 60.0 percent.

Table 1.38. Labor Force Participation Rates, State & County, 2008-2018

Year	State of Hawaii	Honolulu County	Hawaii County	Maui County	Kauai County
2008	65.6%	67.2%	66.6%	70.0%	n/a
2009	64.3%	67.1%	65.2%	72.8%	n/a
2010	62.8%	67.2%	62.0%	69.7%	63.7%
2011	62.5%	65.9%	58.4%	68.6%	65.0%
2012	60.7%	66.2%	59.8%	68.6%	63.7%
2013	60.7%	64.9%	60.0%	69.6%	63.8%
2014	61.6%	66.1%	56.6%	67.1%	64.7%
2015	62.0%	66.7%	57.5%	66.6%	67.2%
2016	62.5%	67.0%	57.2%	67.3%	67.2%
2017	62.5%	66.3%	58.8%	66.6%	66.5%
2018	62.1%	64.9%	60.0%	69.6%	63.8%

Source: State of Hawaii data - U.S Bureau of Labor Statistics;
County Data - U.S. Census Bureau, ACS 1-Year Estimates, Table S2301.

Labor underutilization

The unemployment rate only includes jobless persons who are available to and have actively sought work in the past four weeks. To incorporate a broader group of individuals who are not technically “unemployed” but supplement the available labor pool, the U.S. Bureau of Labor Statistics (BLS) defines alternative measures of labor underutilization for states on a four-quarter moving average basis which removes seasonality. The following are definitions of the six measures:

- **U-1:** *Unemployed 15 weeks or longer*
- **U-2:** *Job losers and people who completed temporary jobs*
- **U-3:** *Total unemployed* (the official unemployment rate)
- **U-4:** *Discouraged workers*, plus total unemployed.
They are not in the labor force, but want and are available for work, and did look for work sometime in the prior year. They are not counted as unemployed because they didn’t look for work in the prior four weeks due to reasons such as: the belief that there were no jobs available for them in their line of work; the lack of necessary education, experience, or training; or they experienced age discrimination from employers.
- **U-5:** *Marginally attached workers*, plus discouraged workers, and total unemployed.
Marginally attached workers are similar to discouraged workers except that any reason can be cited for the lack of job search in the prior four weeks. Various reasons include: lack of childcare or transportation; family obligations; or other temporary problems.
- **U-6:** *Involuntary part-time workers*, plus marginally attached workers, discouraged workers, and total unemployed.
Involuntary part-time workers are available to and want to work full-time, but are working part-time due to economic reasons such as their hours were cut back or they couldn’t find a full-time job.

The U-4 rate which includes discouraged workers was 2.8 percent in 2018. This was two-tenths of a percentage point above the U-3 rate of 2.6 percent which is the published unemployment rate. The number of discouraged workers was 1,300, compared to the 17,700 officially unemployed count.

Hawaii’s U-5 rate of 3.5 percent adds in all marginally attached workers which includes the discouraged workers. There were 6,100 marginally attached workers, compared to the 17,700 officially unemployed.

The U-6 rate was 6.1 percent and this adds involuntary part-time workers to the group of all marginally attached workers. The count of these people was 18,200 in 2018, a pretty sizeable amount of people who have not been able to find full-time jobs and are forced to take part-time work.

Table 1.39. Labor Underutilization Rates, State of Hawaii, 2008-2018

Year	U-1	U-2	U-3	U-4	U-5	U-6
2008	1.1%	1.8%	4.2%	4.4%	5.2%	8.8%
2009	3.5%	4.3%	7.4%	8.0%	9.1%	15.5%
2010	3.9%	3.8%	7.0%	7.9%	8.9%	16.9%
2011	4.5%	4.2%	7.3%	7.8%	9.0%	15.1%
2012	3.3%	3.2%	6.0%	6.4%	7.5%	12.8%
2013	2.4%	2.1%	4.8%	5.5%	6.6%	11.5%
2014	1.9%	1.8%	4.4%	4.7%	5.6%	10.2%
2015	1.5%	1.6%	3.7%	4.1%	5.3%	9.7%
2016	1.1%	1.4%	3.0%	3.4%	4.2%	7.5%
2017	0.7%	1.2%	2.4%	2.7%	3.4%	6.0%
2018	0.9%	1.3%	2.6%	2.8%	3.5%	6.1%

Source: U.S. Department of Labor, Bureau of Labor Statistics

Table 1.40. Alternative Measures of Labor Underutilization Levels, State of Hawaii, 2008-2018

Year	Unemployed 15+ weeks	Job Losers	Discouraged Workers	All Marginally Attached	Involuntary Part-Time Employed
2008	7,500	11,600	1,100	6,700	24,600
2009	22,500	27,600	3,800	11,800	42,000
2010	24,400	24,000	6,100	13,400	51,400
2011	28,300	26,300	3,600	11,600	39,200
2012	21,000	20,400	2,900	10,600	34,000
2013	15,600	13,600	4,400	12,000	32,800
2014	12,400	12,200	2,500	8,400	31,200
2015	10,200	10,900	2,700	10,900	30,400
2016	7,800	9,500	2,400	8,100	23,600
2017	5,000	8,200	2,100	7,100	17,600
2018	6,100	8,800	1,300	6,100	18,200

Source: U.S. Department of Labor, Bureau of Labor Statistics

(ii) Labor Market Trends. Provide an analysis of key labor market trends, including across existing industries and occupations.

Jobs by Industry

The state's non-farm job count rose to a new high of 656,600 in 2018. While total job growth rose by 6.0 percent with the addition of 37,400 jobs from 2008 to 2018, examining job data by industry over this period reveals different movement among the industries.

Of the state's 19 major industries, 12 displayed positive job gains. Two of the smallest industries, utilities and the management of companies and enterprises, expanded by the largest percentage. The job tally in the utilities industry climbed by 22.6 percent, boosting the job count by 700. Increased hiring within the management of companies and enterprises sector resulted in a gain

of 21.6 percent, equivalent to 1,600 positions. Although the percentage increase for both industries was well above the statewide average, the number of positions totaled only 2,300 between the two industries, or six percent of the 37,400 jobs added in the last decade. Among the larger industries, healthcare and social assistance experienced a hike of 20.3 percent and added the most jobs, advancing by 12,050 to 71,500. Food services and drinking places, which increased by 19.8 percent, followed with the second largest numerical gain of 11,400 as consumers continued to dine out. Growth from these two industries accounted for over 62 percent of the overall job expansion.

In terms of job losses, the employment levels for six of the seven industries that posted a decline from 2008 to 2018, have remained below the 2008 employment level every year from 2009 through 2018. These industries include: natural resources and mining (-1,750); information (-950); wholesale trade (-900); finance and insurance (-700); manufacturing (-650); and professional and scientific technical services (-500). Only employment within education services bypassed the pre-recession employment of 14,700, climbing to 15,000 in 2015. However, the 2018 job count remained lower than the 2008 figure by 300 positions.

In 2019 from January to October, the average job count statewide was 658,000, a half percent higher than it was the same time a year ago. This is good news because there is a sense that Hawaii's economy is starting to slow down. In 2018, the state experienced the same 0.5 percent job growth over 2017. How long can Hawaii continue to generate positive job growth when our labor pool is shrinking?

At the County level, Maui County posted the fastest job growth since 2008 with 9.0 percent to reach 77,400 in 2018. Between 2017 and 2018, there was an increase of 0.8 percent in the job count. In 2019 so far, Maui is averaging 0.9 percent more jobs over the same 10-month period in 2018. In terms of industry size on Maui, it is accommodations, followed by food services, retail trade, and government. However, dominating all industries in sheer growth is the health care and social assistance industry with 56.7 percent growth over the past decade, equaling 2,750 jobs.

Kauai County had the second fastest rate of growth with 6.2 percent from 2008 to 2018. It is the smallest job market among the counties with 31,700 jobs. In 2018, Kauai had a very healthy growth rate of 1.3 percent over the previous year, however, for the first 10 months in 2019 it has stagnated at zero growth over the same period a year ago. The largest industries in Kauai are the same as Maui but in a different order: government, accommodation, food services, and retail trade. The leading growth industry over the past decade was food services and drinking places with 31.3 percent and 1,050 jobs created.

Underperforming the state as a whole, Hawaii County managed just 5.6 percent job growth over the last decade ending in 2018. While increasing by 1.2 percent from 2017 to 2018 was good progress, the year to date average in 2019 fell 1.7 percent below the previous year. The largest industries on the Big Island were government, retail trade, healthcare/social assistance and professional/business services. Professional and business services proved to have the best growth over 10 years with 40.8 percent and 2,000 jobs.

The slowest job growth was in Honolulu County with 5.5 percent from 2008 to 2018. The annual growth rate from 2017 to 2018 was only 0.3 percent, but surprisingly, in the first 10 months of 2019, it is ahead of last year by 0.9 percent thus far. Like the state, the industries with the biggest foothold on Oahu are government, healthcare/social assistance, retail trade, and food services. Over the last decade, health care and social assistance led job creation with 7,450, but management of companies/enterprises had rapid growth of 25.2 percent.

Table 1.41. Nonagricultural Jobs by Industry, State of Hawaii, 2008 and 2018

Industry	2008	2018	Percent of Total 2018 Employment	2008-2018 Change	2008-2018 Percent Change	Jan-Oct 2019 Avg
Total Nonagricultural Wage & Salary Jobs	619,200	656,600	100.0%	37,400	6.0%	658,000
Government	125,000	125,600	19.1%	600	0.5%	126,180
Health Care & Social Assistance	59,450	71,500	10.9%	12,050	20.3%	72,020
Retail Trade	69,800	71,400	10.9%	1,600	2.3%	69,130
Food Services and Drinking Places	57,700	69,100	10.5%	11,400	19.8%	70,530
Administrative, Support, Waste Mgmt., Remediation Services	43,000	48,900	7.4%	5,900	13.7%	49,600
Accommodation	37,800	41,900	6.4%	4,100	10.8%	42,180
Nat. Resources & Mining & Construction	37,850	36,100	5.5%	-1,750	-4.6%	36,890
Transportation & Warehousing	26,400	29,500	4.5%	3,100	11.7%	29,300
Other Services	27,200	28,000	4.3%	800	2.9%	28,390
Professional, Scientific & Tech. Svcs.	25,100	24,600	3.7%	-500	-2.0%	24,270
Wholesale Trade	18,800	17,900	2.7%	-900	-4.8%	17,650
Finance & Insurance	16,700	16,000	2.4%	-700	-4.2%	15,840
Education Services	14,700	14,400	2.2%	-300	-2.0%	14,370
Manufacturing	14,850	14,200	2.2%	-650	-4.4%	13,860
Arts, Entertainment, & Recreation	11,600	12,900	2.0%	1,300	11.2%	12,720
Real Estate & Rental & Leasing	12,700	12,800	1.9%	100	0.8%	12,900
Information	10,050	9,100	1.4%	-950	-9.5%	9,230
Management of Companies & Enterprises	7,400	9,000	1.4%	1,600	21.6%	9,150
Utilities	3,100	3,800	0.6%	700	22.6%	3,790

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

Table 1.42. Nonagricultural Jobs by Industry, Honolulu County, 2008 and 2018

Industry	2008	2018	Percent of Total 2018 Employment	2008-2018 Change	2008-2018 Percent Change	Jan-Oct 2019 Avg
TOTAL NONAGRICULTURAL WAGE & SALARY JOBS	452,750	477,700	100.0%	24,950	5.5%	480,090
Government	98,350	99,000	20.7%	650	0.7%	100,140
Health Care & Social Assistance	46,050	53,500	11.2%	7,450	16.2%	53,980
Retail Trade	46,450	47,900	10.0%	1,450	3.1%	46,170
Food Services and Drinking Places	40,650	47,500	9.9%	6,850	16.9%	49,040
Administrative, Support, Waste Mgmt., Remediation Services	32,550	35,900	7.5%	3,350	10.3%	36,430
Nat. Resources & Mining & Construction	26,050	26,400	5.5%	350	1.3%	27,010
Transportation, Warehousing & Utilities	22,000	23,900	5.0%	1,900	8.6%	23,830
Other Services	21,000	21,500	4.5%	500	2.4%	21,640
Professional, Scientific & Tech. Svcs.	21,300	21,000	4.4%	-300	-1.4%	20,710
Accommodation	15,500	18,600	3.9%	3,100	20.0%	18,920
Wholesale Trade	15,000	14,000	2.9%	-1,000	-6.7%	13,840
Finance & Insurance	14,150	13,500	2.8%	-650	-4.6%	13,430
Education Services	12,200	11,600	2.4%	-600	-4.9%	11,570
Manufacturing	11,750	11,300	2.4%	-450	-3.8%	11,020
Real Estate & Rental & Leasing	8,500	8,400	1.8%	-100	-1.2%	8,590
Mgmt. of Companies & Enterprises	6,550	8,200	1.7%	1,650	25.2%	8,390
Arts, Entertainment, & Recreation	6,400	7,800	1.6%	1,400	21.9%	7,600
Information	8,250	7,700	1.6%	-550	-6.7%	7,780

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

Table 1.43. Nonagricultural Jobs by Industry, Hawaii County, 2008 and 2018

Industry	2008	2018	Percent of Total 2018 Employment	2008- 2018 Change	2008-2018 Percent Change	Jan-Oct 2019 Avg
TOTAL NONAGRICULTURAL WAGE & SALARY JOBS	65,600	69,300	100.0%	3,700	5.6%	68,060
Government	12,750	13,500	19.5%	750	5.9%	12,970
Retail Trade	9,450	9,600	13.9%	150	1.6%	9,360
Health Care & Social Assistance	6,300	7,600	11.0%	1,300	20.6%	7,610
Professional & Business Services	4,900	6,900	10.0%	2,000	40.8%	7,070
Food Services and Drinking Places	5,500	6,800	9.8%	1,300	23.6%	6,540
Accommodation	6,450	6,200	8.9%	-250	-3.9%	5,840
Nat. Resources & Mining & Construction	5,300	3,800	5.5%	-1,500	-28.3%	3,780
Transportation, Warehousing & Utilities	2,850	3,500	5.1%	650	22.8%	3,480
Financial Activities	2,800	2,600	3.8%	-200	-7.1%	2,500
Other Services	2,250	2,100	3.0%	-150	-6.7%	2,090
Wholesale Trade	1,750	1,800	2.6%	50	2.9%	1,780
Manufacturing	1,500	1,400	2.0%	-100	-6.7%	1,320
Education Services	1,250	1,400	2.0%	150	12.0%	1,390
Information	700	600	0.9%	-100	-14.3%	680

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

Table 1.44. Nonagricultural Jobs by Industry, Maui County, 2008 and 2018

Industry	2008	2018	Percent of Total 2018 Employment	2008-2018 Change	2008-2018 Percent Change	Jan-Oct 2019 Avg
TOTAL NONAGRICULTURAL WAGE & SALARY JOBS	71,000	77,400	100.0%	6,400	9.0%	77,980
Accommodation	11,700	12,500	16.1%	800	6.8%	12,950
Food Services and Drinking Places	8,100	10,300	13.3%	2,200	27.2%	10,520
Retail Trade	9,750	9,800	12.7%	50	0.5%	9,700
Government	9,500	8,500	11.0%	-1,000	-10.5%	8,390
Health Care & Social Assistance	4,850	7,600	9.8%	2,750	56.7%	7,740
Professional & Business Services	6,900	7,300	9.4%	400	5.8%	7,260
Transportation, Warehousing & Utilities	3,200	4,300	5.6%	1,100	34.4%	4,140
Nat. Resources & Mining & Construction	4,500	4,000	5.2%	-500	-11.1%	4,090
Other Services	2,900	3,400	4.4%	500	17.2%	3,600
Financial Activities	2,750	3,100	4.0%	350	12.7%	3,070

Industry	2008	2018	Percent of Total 2018 Employment	2008-2018 Change	2008-2018 Percent Change	Jan-Oct 2019 Avg
Wholesale Trade	1,450	1,500	1.9%	50	3.4%	1,500
Education Services	1,050	1,200	1.6%	150	14.3%	1,180
Manufacturing	1,200	1,100	1.4%	-100	-8.3%	1,080
Information	800	500	0.6%	-300	-37.5%	540

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

Table 1.45. Nonagricultural Jobs by Industry, Kauai County, 2008 and 2018

Industry	2008	2018	Percent of Total 2018 Employment	2008-2018 Change	2008-2018 Percent Change	Jan-Oct 2019 Avg
TOTAL NON-AGRICULTURAL WAGE & SALARY JOBS	29,850	31,700	100.0%	1,850	6.2%	31,690
Government	4,450	4,700	14.8%	250	5.6%	4,650
Accommodation	4,150	4,500	14.2%	350	8.4%	4,440
Food Services and Drinking Places	3,350	4,400	13.9%	1,050	31.3%	4,440
Retail Trade	4,100	4,000	12.6%	-100	-2.4%	3,900
Professional & Business Services	3,350	3,100	9.8%	-250	-7.5%	3,100
Health Care & Social Assistance	2,250	2,700	8.5%	450	20.0%	2,780
Nat. Resources & Mining & Construction	2,000	1,900	6.0%	-100	-5.0%	1,990
Transportation, Warehousing & Utilities	1,450	1,600	5.0%	150	10.3%	1,580
Financial Activities	1,200	1,200	3.8%	0	0.0%	1,120
Other Services	1,100	1,000	3.2%	-100	-9.1%	1,040
Manufacturing	400	500	1.6%	100	25.0%	500
Wholesale Trade	500	500	1.6%	0	0.0%	500
Information	250	200	0.6%	-50	-20.0%	200
Education Services	250	200	0.6%	-50	-20.0%	210

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

Ratio of Unemployed to Job Openings

The ratio of unemployed to advertised online job openings is lowest when a state's economy is strong - when jobs are plentiful and unemployment is low. In 2018, Hawaii's ratio was 0.11, up just a tick from 2017 when it was 0.10 and down by 0.09 since 2008. This indicator is calculated using the unemployment data published by the DLIR Research and Statistics Office and the advertised online job openings data available in HIWI.

Honolulu County had the same ratios in 2017 and 2018 as the state. The improvement the past decade was slightly less, down by 0.05. Kauai County enjoyed the lowest ratio in 2018 at 0.09 and came down 0.11 from 2008. Maui County had the next lowest ratio of 0.10 in 2018, down by 0.23 from 2008. The highest ratio of 2018 was in Hawaii County with 0.15, which represented a 0.38 decline from a decade ago.

Table 1.46. Ratio of Unemployed to Job Openings, State of Hawaii, 2008-2018

Year	Unemployed	Job Openings	Number of Unemployed per Job Opening
2008	27,550	138,489	0.20
2009	45,150	99,286	0.45
2010	44,950	105,314	0.43
2011	44,950	132,203	0.34
2012	38,900	133,646	0.29
2013	31,850	208,761	0.15
2014	28,950	270,810	0.11
2015	24,000	155,947	0.15
2016	20,200	169,500	0.12
2017	16,600	162,933	0.10
2018	16,600	152,363	0.11

Note: Unemployed data is not seasonally adjusted. Job openings are advertised online.

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

Table 1.47. Ratio of Unemployed to Job Openings, Honolulu County, 2008-2018

Year	Unemployed	Job Openings	Number of Unemployed per Job Opening
2008	17,100	109,141	0.16
2009	26,550	76,521	0.35
2010	26,550	81,670	0.33
2011	26,800	99,701	0.27
2012	24,150	94,907	0.25
2013	20,050	148,840	0.13
2014	18,750	192,764	0.10
2015	15,600	107,683	0.14
2016	13,000	116,992	0.11
2017	10,850	111,602	0.10
2018	10,850	103,083	0.11

Note: Unemployed data is not seasonally adjusted. Job openings are advertised online.

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

Table 1.48. Ratio of Unemployed to Job Openings, Hawaii County, 2008-2018

Year	Unemployed	Job Openings	Number of Unemployed per Job Opening
2008	5,100	9,601	0.53
2009	8,550	8,514	1.00
2010	8,650	8,406	1.03
2011	8,700	11,038	0.79
2012	7,150	12,832	0.56
2013	5,750	19,136	0.30
2014	4,850	24,688	0.20
2015	3,900	18,075	0.22
2016	3,350	19,206	0.17
2017	2,650	18,364	0.14
2018	2,750	18,424	0.15

Note: Unemployed data is not seasonally adjusted. Job openings are advertised online.

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

Table 1.49. Ratio of Unemployed to Job Openings, Maui County, 2008-2018

Year	Unemployed	Job Openings	Number of Unemployed per Job Opening
2008	3,800	11,581	0.33
2009	6,950	9,326	0.75
2010	6,750	10,073	0.67
2011	6,400	14,677	0.44
2012	5,100	16,551	0.31
2013	4,150	28,129	0.15
2014	3,700	38,295	0.10
2015	3,100	21,239	0.15
2016	2,650	23,180	0.11
2017	2,250	21,643	0.10
2018	2,100	20,586	0.10

Note: Unemployed data is not seasonally adjusted. Job openings are advertised online.

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

Table 1.50. Ratio of Unemployed to Job Openings, Kauai County, 2008-2018

Year	Unemployed	Job Openings	Number of Unemployed per Job Opening
2008	1,600	8,164	0.20
2009	3,150	4,924	0.64
2010	3,000	5,164	0.58
2011	3,050	6,773	0.45
2012	2,500	7,416	0.34
2013	1,950	11,290	0.17

Year	Unemployed	Job Openings	Number of Unemployed per Job Opening
2014	1,700	14,765	0.12
2015	1,400	8,100	0.17
2016	1,150	10,122	0.11
2017	900	11,324	0.08
2018	900	10,270	0.09

Note: Unemployed data is not seasonally adjusted. Job openings are advertised online.

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

(iii) Education and Skill Levels of the Workforce. Provide an analysis of the educational and skill levels of the workforce.

Educational Attainment

In 2018, about 38 percent of Hawaii's college-aged population (between 18-24 years old) possessed a high school education. Nearly 45 percent started college or attained an Associate's degree. Just under 9 percent earned a Bachelor's or higher degree, but there was about 8 percent that did not graduate from high school.

Among the working-age population (25+ years old) about 27 percent had a high school diploma or equivalent. Nearly 21 percent had some college work but no degree. For those earning degrees, 11 percent had an Associate's, 22 percent had a Bachelor's, and 12 percent had a graduate or professional degree.

At the County level, Honolulu outperformed the state in the 18-24 year-old age group for all four educational levels: more people with Bachelor's or higher degrees, some college or Associate's degrees, and high school diplomas; and less people with less than high school education. In the 25 years and older group, Oahu had a bigger share of Bachelor's or higher degree holders but a smaller share of Associate's degree holders. They also had less high school graduates than the state overall.

Meanwhile, Hawaii County had the best outcomes in educational attainment for the college-aged population. The share of college degrees and high school graduates were greater than the state, while the proportion of those with less than high school education was lower. For the working-age population, Hawaii County had a lesser share of Bachelors and higher degree holders than the state, but more high school graduates and those with some college or Associate's degrees.

The 18-24 year old group in Maui County was more than double the statewide share of 8 percent of people without a high school education, topping 19 percent. They also had less educational credentials in terms of high school equivalencies and college degrees. Maui's working-age population also had fewer college degrees and more people with only high school diplomas than the state overall.

Among the college-aged population in Kauai County, there were smaller proportions of degree holders and more people with just high school education only or less than high school education. However, for the working-age population, Kauai was close to the statewide distribution. Although the share of graduate degrees was below the state, Kauai had a bigger proportion of Bachelor's and Associate's degree holders. The share of high school graduates was the same as the state.

Table 1.51. Educational Attainment by Age Group, State of Hawaii, 2018

Category	Total	% of Total
Population 18 to 24 years	121,647	----
Less than high school graduate	10,207	8.40%
High school graduate (includes equivalency)	46,510	38.20%
Some college or associate's degree	54,314	44.60%
Bachelor's degree or higher	10,616	8.70%
Population 25 years and over	995,589	----
Less than 9th grade	38,532	3.90%
9th to 12th grade, no diploma	41,547	4.20%
High school graduate (includes equivalency)	266,728	26.80%
Some college, no degree	204,652	20.60%
Associate's degree	110,557	11.10%
Bachelor's degree	218,828	22.00%
Graduate or professional degree	114,745	11.50%
Population 25 to 34 years	201,025	----
High school graduate or higher	191,194	95.10%
Bachelor's degree or higher	63,550	31.60%
Population 35 to 44 years	181,541	----
High school graduate or higher	171,063	94.20%
Bachelor's degree or higher	71,880	39.60%
Population 45 to 64 years	351,556	----
High school graduate or higher	328,263	93.40%
Bachelor's degree or higher	115,913	33.00%
Population 65 years and over	261,467	----
High school graduate or higher	224,990	86.00%
Bachelor's degree or higher	82,230	31.40%

Source: U.S. Census Bureau, 2018 American Community Survey 1-year Estimates, Table S1501

Table 1.52. Educational Attainment by Age Group, Honolulu County, 2018

Category	Total	% of Total
Population 18 to 24 years	90,785	----
Less than high school graduate	6,562	7.20%
High school graduate (includes equivalency)	34,823	38.40%

Category	Total	% of Total
Some college or associate's degree	41,073	45.20%
Bachelor's degree or higher	8,327	9.20%
Population 25 years and over	681,388	----
Less than 9th grade	29,262	4.30%
9th to 12th grade, no diploma	26,722	3.90%
High school graduate (includes equivalency)	175,410	25.70%
Some college, no degree	135,662	19.90%
Associate's degree	74,551	10.90%
Bachelor's degree	157,316	23.10%
Graduate or professional degree	82,465	12.10%
Population 25 to 34 years	147,846	----
High school graduate or higher	141,122	95.50%
Bachelor's degree or higher	50,854	34.40%
Population 35 to 44 years	126,401	----
High school graduate or higher	119,419	94.50%
Bachelor's degree or higher	53,220	42.10%
Population 45 to 64 years	233,529	----
High school graduate or higher	218,685	93.60%
Bachelor's degree or higher	82,123	35.20%
Population 65 years and over	173,612	----
High school graduate or higher	146,178	84.20%
Bachelor's degree or higher	53,584	30.90%

Source: U.S. Census Bureau, 2018 American Community Survey 1-year Estimates, Table S1501

Table 1.53. Educational Attainment by Age Group, Hawaii County, 2018

Category	Total	% of Total
Population 18 to 24 years	14,472	----
Less than high school graduate	914	6.30%
High school graduate (includes equivalency)	5,560	38.40%
Some college or associate's degree	6,632	45.80%
Bachelor's degree or higher	1,366	9.40%
Population 25 years and over	142,881	----
Less than 9th grade	2,748	1.90%
9th to 12th grade, no diploma	8,122	5.70%
High school graduate (includes equivalency)	39,068	27.30%
Some college, no degree	33,455	23.40%
Associate's degree	17,164	12.00%
Bachelor's degree	27,259	19.10%
Graduate or professional degree	15,065	10.50%
Population 25 to 34 years	23,661	----

Category	Total	% of Total
High school graduate or higher	21,807	92.20%
Bachelor's degree or higher	6,013	25.40%
Population 35 to 44 years	23,671	----
High school graduate or higher	21,953	92.70%
Bachelor's degree or higher	7,216	30.50%
Population 45 to 64 years	52,906	----
High school graduate or higher	49,777	94.10%
Bachelor's degree or higher	15,917	30.10%
Population 65 years and over	42,643	----
High school graduate or higher	38,474	90.20%
Bachelor's degree or higher	13,178	30.90%

Source: U.S. Census Bureau, 2018 American Community Survey 1-year Estimates, Table S1501

Table 1.54. Educational Attainment by Age Group, Maui County, 2018

Category	Total	% of Total
Population 18 to 24 years	11,697	----
Less than high school graduate	2,259	19.30%
High school graduate (includes equivalency)	4,047	34.60%
Some college or associate's degree	4,865	41.60%
Bachelor's degree or higher	526	4.50%
Population 25 years and over	119,483	----
Less than 9th grade	4,199	3.50%
9th to 12th grade, no diploma	4,871	4.10%
High school graduate (includes equivalency)	38,372	32.10%
Some college, no degree	25,629	21.40%
Associate's degree	11,212	9.40%
Bachelor's degree	22,752	19.00%
Graduate or professional degree	12,448	10.40%
Population 25 to 34 years	20,599	----
High school graduate or higher	19,726	95.80%
Bachelor's degree or higher	4,282	20.80%
Population 35 to 44 years	22,630	----
High school graduate or higher	21,220	93.80%
Bachelor's degree or higher	7,970	35.20%
Population 45 to 64 years	45,762	----
High school graduate or higher	41,777	91.30%
Bachelor's degree or higher	12,794	28.00%
Population 65 years and over	30,492	----
High school graduate or higher	27,690	90.80%

Category	Total	% of Total
Bachelor's degree or higher	10,154	33.30%

Source: U.S. Census Bureau, 2018 American Community Survey 1-year Estimates, Table S1501

Table 1.55. Educational Attainment by Age Group, Kauai County, 2018

Category	Total	% of Total
Population 18 to 24 years	4,693	----
Less than high school graduate	472	10.10%
High school graduate (includes equivalency)	2,080	44.30%
Some college or associate's degree	1,744	37.20%
Bachelor's degree or higher	397	8.50%
Population 25 years and over	51,760	----
Less than 9th grade	2,323	4.50%
9th to 12th grade, no diploma	1,820	3.50%
High school graduate (includes equivalency)	13,855	26.80%
Some college, no degree	9,894	19.10%
Associate's degree	7,627	14.70%
Bachelor's degree	11,484	22.20%
Graduate or professional degree	4,757	9.20%
Population 25 to 34 years	8,907	----
High school graduate or higher	8,539	95.90%
Bachelor's degree or higher	2,401	27.00%
Population 35 to 44 years	8,827	----
High school graduate or higher	8,459	95.80%
Bachelor's degree or higher	3,474	39.40%
Population 45 to 64 years	19,317	----
High school graduate or higher	17,982	93.10%
Bachelor's degree or higher	5,060	26.20%
Population 65 years and over	14,709	----
High school graduate or higher	12,637	85.90%
Bachelor's degree or higher	5,306	36.10%

Source: U.S. Census Bureau, 2018 American Community Survey 1-year Estimates, Table S1501

Degrees Earned

Hawaii's degree completers totaled 13,945 for the July 2017 to June 2018 period and are sorted by institution in descending order and detailed with type of degree, diploma, or certificate. The University of Hawaii at Manoa was the largest institution with 4,459 degrees conferred, most of which were Bachelor's degrees.

Table 1.56. Degrees, Diplomas, Certificates Earned, State of Hawaii, July 2017-June 2018

Institution Name	Cert < 1 year	Cert 1 - < 4 yr	Assoc. degree	Bach. degree	Master's degree	Post-bac, Post-master's cert.	Doctor's degree	Total
University of Hawaii at Manoa	----	62	----	3,006	958	----	433	4,459
Kapiolani Community College	----	193	1,029	----	----	----	----	1,222
Leeward Community College	----	173	861	----	----	----	----	1,034
Hawaii Pacific University	1	----	74	647	244	18	----	984
University of Hawaii at Hilo	----	----	----	696	77	----	80	853
Brigham Young University-Hawaii	----	24	188	562	----	----	----	774
Honolulu Community College	----	229	503	----	----	----	----	732
Chaminade University of Honolulu	----	----	72	341	248	----	----	661
University of Hawaii Maui College	----	130	453	22	----	----	----	605
University of Hawaii-West Oahu	----	----	----	588	----	----	----	588
Hawaii Community College	----	175	395	----	----	----	----	570
Windward Community College	----	60	265	----	----	----	----	325
Argosy University-Hawaii	----	----	17	98	131	----	52	298
Hawaii Medical College	----	269	23	----	----	----	----	292
University of Phoenix-Hawaii	39	----	----	188	39	----	----	266
Kauai Community College	----	71	130	----	----	----	----	201
Hawaii Institute of Hair Design	----	66	----	----	----	----	----	66
Mauna Loa Helicopters	15	----	----	----	----	----	----	15
Total	55	1,452	4,010	6,148	1,697	18	565	13,945

Source: U.S. Department of Education, Institute of Educational Sciences, National Center for Education Statistics, IPEDS

Long-term Unemployed

In Hawaii, people who file unemployment insurance claims can receive benefits for up to 26 weeks. However, persons collecting unemployment insurance benefits for 15 or more weeks are considered long-term unemployed in this report because that is the longest time period of data that is collected by the DLIR R&S Office. During 2018, Hawaii averaged 1,467 of those individuals each month which accounted for almost 22 percent of all claimants. Honolulu County averaged 872 long-term unemployed per month which made up a smaller share of its claimants at just under 21 percent. Kauai had only 105 long-term unemployed but they represented one out of four claimants, the counties largest share. Meanwhile, Maui County averaged 215 or a 24 percent share of its claimants at the longest duration of 15+ weeks. The Big Island had 276 long-term jobless claimants for a 23 percent share.

Table 1.57. Unemployment Insurance Claimants of 15+ weeks duration, 2018

State/County	Number	% of Total
State of Hawaii	1,467	21.9%

State/County	Number	% of Total
Honolulu County	872	20.8%
Maui County	215	23.7%
Hawaii County	276	23.3%
Kauai County	105	25.2%

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

Older Adults

In Hawaii, older workers can be an asset because of the employability skills they possess and the knowledge base acquired over their many years of experience. In 2018, more than 3 out of 4 of Hawaii's adults between 45 to 64 years old were in the labor force, with a 2.2 percent rate of unemployment. However, it is possible that many of these people have had to take a job that does not pay enough, in which they are overqualified for based on their education and training, and this is considered underemployment. Of these older adults, over 45 percent have an Associate's or higher college degree.

Adults 65 years and older may experience more difficulty finding a job because of their age. Only 22 percent were in the labor and their rate of unemployment was higher at 3.0 percent in 2018. An estimated 40 percent possessed an Associate's or higher degree.

Honolulu County's profile was very similar to the statewide situation, except for one notable difference – the jobless rate for the older 65+ year group was not much higher than the younger 45-64 year old group, 2.3 percent and 2.1 percent, respectively.

Hawaii County had a much lower labor force participation rate in the 45-64 year group, 69.6 percent, compared to the statewide 76.3 percent. Also, the unemployment rates were both higher than the state – 2.8 percent for the 45-64 year group and 5.7 percent for the 65+ year group.

The employment and educational patterns on Maui County were pretty consistent with the state, except that the jobless rates were identical for both age groups at 2.6 percent.

Kauai County's 65+ year old group was unique in two ways – the unemployment rate was lower and the proportion of college degree holders was higher than the younger age cohort.

Table 1.58. Employment Status and Educational Attainment of Older Workers, State of Hawaii, 2018

Category	45 to 64 years	65+ years
EMPLOYMENT STATUS	--	--
Total population in age group	351,556	261,467
In Civilian labor force:	268,336	57,842
<i>Labor force participation rate</i>	76.3%	22.1%
Employed	262,494	56,118

Category	45 to 64 years	65+ years
Unemployed	5,842	1,724
<i>Unemployment rate</i>	2.2%	3.0%
Not in labor force	80,831	203,625
EDUCATIONAL ATTAINMENT	--	--
Total in age group	351,556	261,467
Less than 9th grade	3.2%	8.2%
9th to 12th grade, no diploma	3.4%	5.8%
High school graduate (includes equivalency)	28.0%	27.0%
Some college, no degree	19.9%	19.1%
Associate's degree	12.5%	8.5%
Bachelor's degree	22.0%	18.2%
Graduate or professional degree	10.9%	13.2%

Source: U.S. Census Bureau, 2018 American Community Survey 1-year Estimates, Table B23001, B15001

Table 1.59. Employment Status and Educational Attainment of Older Workers, Honolulu County, 2018

Category	45 to 64 years	65+ years
EMPLOYMENT STATUS	--	--
Total population in age group	233,529	173,612
In Civilian labor force:	182,009	38,625
<i>Labor force participation rate</i>	77.9%	22.2%
Employed	178,240	37,749
Unemployed	3,769	876
<i>Unemployment rate</i>	2.1%	2.3%
Not in labor force	49,248	134,987
EDUCATIONAL ATTAINMENT	--	--
Total in age group	233,529	173,612
Less than 9th grade	3.1%	9.8%
9th to 12th grade, no diploma	3.3%	6.0%
High school graduate (includes equivalency)	27.8%	27.1%
Some college, no degree	18.5%	18.4%
Associate's degree	12.2%	7.8%
Bachelor's degree	23.5%	18.6%
Graduate or professional degree	11.6%	12.3%

Source: U.S. Census Bureau, 2018 American Community Survey 1-year Estimates, Table B23001, B15001

Table 1.60. Employment Status and Educational Attainment of Older Workers, Hawaii County, 2018

Category	45 to 64 years	65+ years
EMPLOYMENT STATUS	--	--
Total population in age group	52,906	42,643

Category	45 to 64 years	65+ years
In Civilian labor force:	36,844	9,409
<i>Labor force participation rate</i>	69.6%	22.1%
Employed	35,822	8,868
Unemployed	1,022	541
<i>Unemployment rate</i>	2.8%	5.7%
Not in labor force	16,062	33,234
EDUCATIONAL ATTAINMENT	--	--
Total in age group	52,906	42,643
Less than 9th grade	1.9%	3.4%
9th to 12th grade, no diploma	4.0%	6.4%
High school graduate (includes equivalency)	28.7%	24.5%
Some college, no degree	22.7%	23.9%
Associate's degree	12.6%	10.9%
Bachelor's degree	20.1%	15.5%
Graduate or professional degree	10.0%	15.4%

Source: U.S. Census Bureau, 2018 American Community Survey 1-year Estimates, Table B23001, B15001

Table 1.61. Employment Status and Educational Attainment of Older Workers, Maui County, 2018

Category	45 to 64 years	65+ years
EMPLOYMENT STATUS	--	--
Total population in age group	45,762	30,492
In Civilian labor force:	34,625	6,251
<i>Labor force participation rate</i>	75.7%	20.5%
Employed	33,733	6,087
Unemployed	892	164
<i>Unemployment rate</i>	2.6%	2.6%
Not in labor force	11,020	24,241
EDUCATIONAL ATTAINMENT	--	--
Total in age group	45,762	30,492
Less than 9th grade	5.3%	4.2%
9th to 12th grade, no diploma	3.4%	5.0%
High school graduate (includes equivalency)	27.4%	32.6%
Some college, no degree	24.0%	17.9%
Associate's degree	11.9%	7.0%
Bachelor's degree	17.9%	18.2%
Graduate or professional degree	10.0%	15.1%

Source: U.S. Census Bureau, 2018 American Community Survey 1-year Estimates, Table B23001, B15001

Table 1.62. Employment Status (2017) and Educational Attainment (2018) of Older Workers, Kauai County

Category	45 to 64 years	65+ years
EMPLOYMENT STATUS	--	--
Total population in age group	18,111	13,968
In Civilian labor force:	14,515	2,901
<i>Labor force participation rate</i>	<i>80.1%</i>	<i>20.8%</i>
Employed	14,134	2,852
Unemployed	381	49
<i>Unemployment rate</i>	<i>2.6%</i>	<i>1.7%</i>
Not in labor force	3,596	11,067
EDUCATIONAL ATTAINMENT	--	--
Total in age group	19,317	14,709
Less than 9th grade	3.3%	10.8%
9th to 12th grade, no diploma	3.6%	3.3%
High school graduate (includes equivalency)	29.6%	21.1%
Some college, no degree	19.8%	15.2%
Associate's degree	17.5%	13.5%
Bachelor's degree	19.1%	22.6%
Graduate or professional degree	7.1%	13.5%

Source: U.S. Census Bureau, 2017 American Community Survey 1-year Estimates, Table B23001; 2018 American Community Survey 1-year Estimates, Table B15001.

Veterans

Statewide, veterans accounted for 9.6 percent of the adult population in 2018. When only 18 to 64 year old veterans are included, nearly 85 percent were labor force participants and their unemployment rate was 4.0 percent. Over 40 percent of veterans have some college or an Associate's degree and another 33 percent have a Bachelor's or higher degree.

Honolulu County mirrored the state pretty closely, but with a slightly higher share of veterans at 10 percent and a labor force participation rate of 86 percent.

Although Hawaii County had the same percentage of veterans as the state, their labor force participation was much lower at 75.3 percent, and the jobless ratio was very high at 9.2 percent.

The proportion of veterans in Maui County was 7.1 percent, the lowest among the counties. Labor force participation was 81.5 percent, while the unemployment rate was 4.6 percent.

Compared to the state, Kauai County also had a smaller share of veterans with just under 8 percent, but it had the highest labor force participation at 90 percent and zero unemployment.

Table 1.63. Veterans Employment Status and Educational Attainment, State of Hawaii, 2018

Category	Veterans	% Distribution
VETERANS STATUS	--	--
Civilian Population 18+ years old	102,915	9.6%
EMPLOYMENT STATUS	--	--
Veterans 18-64 years old:	55,113	----
In labor force:	46,695	84.7%
Employed	44,827	----
Unemployed	1,868	----
<i>Unemployment Rate</i>	<i>4.0%</i>	----
EDUCATIONAL ATTAINMENT	--	--
Civilian population 25 years and over	100,662	----
Less than high school graduate	2,677	2.7%
High school graduate (includes equivalency)	23,649	23.5%
Some college or associate's degree	40,870	40.6%
Bachelor's degree or higher	33,466	33.2%

Source: U.S. Census Bureau, 2018 American Community Survey 1-year Estimates, Table C21005, S2101

Table 1.64. Veterans Employment Status and Educational Attainment, Honolulu County, 2018

Category	Veterans	% Distribution
VETERANS STATUS	--	--
Civilian population 18+ years	74,153	10.1%
EMPLOYMENT STATUS	--	--
Veterans 18-64 years old:	43,778	----
In labor force:	37,637	86.0%
Employed	36,298	----
Unemployed	1,339	----
<i>Unemployment Rate</i>	<i>3.6%</i>	----
EDUCATIONAL ATTAINMENT	--	--
Civilian population 25 years and over	72,180	----
Less than high school graduate	1,560	2.2%
High school graduate (includes equivalency)	16,131	22.3%
Some college or associate's degree	29,237	40.5%
Bachelor's degree or higher	25,252	35.0%

Source: U.S. Census Bureau, 2018 American Community Survey 1-year Estimates, Table C21005, S2101

Table 1.65. Veterans Employment Status and Educational Attainment, Hawaii County, 2018

Category	Veterans	% Distribution
VETERANS STATUS	--	--
Civilian population 18 years and over	15,049	9.6%
EMPLOYMENT STATUS	--	--

Category	Veterans	% Distribution
Veterans 18-64 years old:	5,586	----
In labor force:	4,204	75.3%
Employed	3,819	----
Unemployed	385	----
<i>Unemployment Rate</i>	9.2%	----
EDUCATIONAL ATTAINMENT	--	--
Civilian population 25 years and over	15,049	----
Less than high school graduate	749	5.0%
High school graduate (includes equivalency)	3,286	21.8%
Some college or associate's degree	6,562	43.6%
Bachelor's degree or higher	4,452	29.6%

Source: U.S. Census Bureau, 2018 American Community Survey 1-year Estimates, Table C21005, S2101

Table 1.66. Veterans Employment Status and Educational Attainment, Maui County, 2018

Category	Veterans	% Distribution
VETERANS STATUS	--	--
Civilian population 18 years and over	9,279	7.1%
EMPLOYMENT STATUS	--	--
Veterans 18-64 years old:	3,826	----
In labor force:	3,120	81.5%
Employed	2,976	----
Unemployed	144	----
<i>Unemployment Rate</i>	4.6%	----
EDUCATIONAL ATTAINMENT	--	--
Civilian population 25 years and over	9,032	----
Less than high school graduate	124	1.4%
High school graduate (includes equivalency)	2,870	31.8%
Some college or associate's degree	3,574	39.6%
Bachelor's degree or higher	2,464	27.3%

Source: U.S. Census Bureau, 2018 American Community Survey 1-year Estimates, Table C21005, S2101

Table 1.67. Veterans Employment Status and Educational Attainment, Kauai County, 2018

Category	Veterans	% Distribution
VETERANS STATUS	--	--
Civilian population 18 years and over	4,434	7.9%
EMPLOYMENT STATUS	--	--
Veterans 18-64 years old:	1,923	----
In labor force:	1,734	90.2%
Employed	1,734	----
Unemployed	0	----

Category	Veterans	% Distribution
<i>Unemployment Rate</i>	0.0%	----
EDUCATIONAL ATTAINMENT	--	--
Civilian population 25 years and over	4,401	----
Less than high school graduate	244	5.5%
High school graduate (includes equivalency)	1,362	30.9%
Some college or associate's degree	1,497	34.0%
Bachelor's degree or higher	1,298	29.5%

Source: U.S. Census Bureau, 2018 American Community Survey 1-year Estimates, Table C21005, S2101

Disabled

In 2018, there were 66,355 people aged 18-64 years old with disabilities in the State of Hawaii. Almost 46 percent were participants in the labor force and the unemployment rate was 6.2 percent. With regard to educational attainment, almost 38 percent had a high school education or equivalent. Nearly 32 percent had some college or an Associate's degree, while over 21 percent had a Bachelor's or higher degree.

Honolulu County had 39,663 disabled people and both labor force participation and unemployment rates were a little higher than the state. There were 15,162 disabled persons in Hawaii County and both labor force participation and unemployment rates were lower than the state. In Maui County there were 9,049 individuals with disabilities. They had the highest rate of labor force participation at 49.7 percent and also the highest rate of joblessness with 8.0 percent. Kauai County's 2,460 disabled had the lowest labor force participation of 23.3 percent, but had zero unemployment.

Table 1.68. Employment Status and Educational Attainment of the Disabled, State of Hawaii, 2017-2018

Category	2018 Estimate
Civilian noninstitutionalized disabled population 18-64 years	66,355
In the labor force	30,402
<i>Labor force participation rate</i>	45.8%
Employed	28,503
Unemployed	1,899
<i>Unemployment rate</i>	6.2%
Not in labor force	35,953
Category	2017 % Distribution
Educational Attainment of noninstitutionalized disabled persons 21-64 years	--
Base population:	60,400
Less than High school education	9.20%
High school diploma or equivalent	37.50%

Some college/Associate's Degree	31.80%
Bachelor's degree or higher	21.50%

Source: U.S. Census Bureau, 2018 American Community Survey 1-year Estimates, Table C18120;
<http://www.disabilitystatistics.org>

Table 1.69. Employment Status of the Disabled, Honolulu County, 2018

Category	2018 Estimate
Civilian noninstitutionalized disabled population 18-64 years	39,663
In the labor force	19,156
<i>Labor force participation rate</i>	48.3%
Employed	17,925
Unemployed	1,231
<i>Unemployment rate</i>	6.4%
Not in labor force	20,507

Source: U.S. Census Bureau, 2018 American Community Survey 1-year Estimates, Table C18120

Table 1.70. Employment Status of the Disabled, Hawaii County, 2018

Category	2018 Estimate
Civilian noninstitutionalized disabled population 18-64 years	15,162
In the labor force	6,152
<i>Labor force participation rate</i>	40.6%
Employed	5,846
Unemployed	306
<i>Unemployment rate</i>	5.0%
Not in labor force	9,010

Source: U.S. Census Bureau, 2018 American Community Survey 1-year Estimates, Table C18120

Table 1.71. Employment Status of the Disabled, Maui County, 2018

Category	2018 Estimate
Civilian noninstitutionalized disabled population 18-64 years	9,049
In the labor force	4,501
<i>Labor force participation rate</i>	49.7%
Employed	4,139
Unemployed	362
<i>Unemployment rate</i>	8.0%
Not in labor force	4,548

Source: U.S. Census Bureau, 2018 American Community Survey 1-year Estimates, Table C18120

Table 1.72. Employment Status of the Disabled, Kauai County, 2018

Category	2018 Estimate
Civilian noninstitutionalized disabled population 18-64 years	2,460
In the labor force	572
<i>Labor force participation rate</i>	23.3%
Employed	572
Unemployed	0
<i>Unemployment rate</i>	0.0%
Not in labor force	1,888

Source: U.S. Census Bureau, 2018 American Community Survey 1-year Estimates, Table C18120

Foreign-Born Individuals

Based on the Census five-year estimates for 2013-2017, there were 245,136 people in Hawaii that were born in a foreign country. Nearly 64 percent were in the civilian labor force and the unemployment rate was 3.8 percent. Almost 20 percent of the foreign-born did not have a high school diploma, while nearly 28 percent did graduate from high school. About 27 percent had attended some college or received an Associate's degree, almost 19 percent had a Bachelor's, and 7 percent had a Graduate or professional degree. Over 84 percent of foreign-born individuals spoke a language other than English and over 52 percent of them did not speak English very well.

In Honolulu County, there were 184,375 foreign born people and 63 percent were in the labor force. The unemployment rate was 3.8 percent, matching the state. Educational attainment and English language spoken did not differ much from the statewide numbers.

Hawaii County had 20,879 foreign-born individuals with a 61 percent labor force participation rate and 5.5 percent unemployment. The proportion of them that spoke another language other than English was almost 76 percent and of those, 42 percent did not speak English very well.

There were 28,574 people born outside of the U.S. residing in Maui County in 2018. The share of those participating in the labor force was the highest among all counties, slightly more than 70 percent. The unemployment rate was a little below the state, averaging 3.2 percent. Maui had a higher percentage of high school graduates and those with some college or Associate's degrees. As for language spoken, there was a smaller share of foreign-born people that spoke other languages, 78 percent, and of that about 48 percent couldn't speak English very well.

Kauai County had 11,302 foreign-born individuals and 67 percent of them were in the civilian labor force. The jobless rate of 2.7 percent was the lowest among all counties. Kauai had the highest percentage of high school graduates with nearly 35 percent.

Table 1.73. Employment Status, Educational Attainment, and Language Spoken of Foreign-Born, State of Hawaii, 2013-2017

Category	2013-2017 Estimate
EMPLOYMENT STATUS	--
Population 16 years and over	245,136

Category	2013-2017 Estimate
In labor force	64.9%
Civilian labor force	63.9%
Employed	61.4%
Unemployed	2.5%
Percent of civilian labor force	3.8%
Armed Forces	1.0%
Not in labor force	35.1%
EDUCATIONAL ATTAINMENT	--
Population 25 years and over	227,797
Less than high school graduate	19.5%
High school graduate (includes equivalency)	27.5%
Some college or associate's degree	27.1%
Bachelor's degree	18.6%
Graduate or professional degree	7.4%
LANGUAGE SPOKEN AT HOME AND ABILITY TO SPEAK ENGLISH	--
Total population	256,711
Population 5 years and over	255,012
English only	15.80%
Language other than English	84.20%
Speak English less than "very well"	52.30%

Source: U.S. Census Bureau, 2013-2017 American Community Survey 5-year Estimates, Table S0501

Table 1.74. Employment Status, Education, Language Spoken of Foreign-Born, Honolulu County, 2013-2017

Category	2013-2017 Estimate
EMPLOYMENT STATUS	--
Population 16 years and over	184,375
In labor force	64.4%
Civilian labor force	63.0%
Employed	60.6%
Unemployed	2.4%
Percent of civilian labor force	3.8%
Armed Forces	1.4%
Not in labor force	35.6%
EDUCATIONAL ATTAINMENT	--
Population 25 years and over	171,574
Less than high school graduate	20.1%
High school graduate (includes equivalency)	26.1%
Some college or associate's degree	26.7%
Bachelor's degree	19.2%

Category	2013-2017 Estimate
Graduate or professional degree	8.0%
LANGUAGE SPOKEN AT HOME AND ABILITY TO SPEAK ENGLISH	--
Total population	192,322
Population 5 years and over	191,230
English only	13.90%
Language other than English	86.10%
Speak English less than "very well"	54.50%

Source: U.S. Census Bureau, 2013-2017 American Community Survey 5-year Estimates, Table S0501

Table 1.75. Employment Status, Education, Language Spoken of Foreign-Born, Hawaii County, 2013-2017

Category	2013-2017 Estimate
EMPLOYMENT STATUS	--
Population 16 years and over	20,879
In labor force	61.2%
Civilian labor force	61.2%
Employed	57.8%
Unemployed	3.4%
Percent of civilian labor force	5.5%
Armed Forces	0.0%
Not in labor force	38.8%
EDUCATIONAL ATTAINMENT	--
Population 25 years and over	19,149
Less than high school graduate	17.6%
High school graduate (includes equivalency)	28.3%
Some college or associate's degree	26.6%
Bachelor's degree	19.7%
Graduate or professional degree	7.7%
LANGUAGE SPOKEN AT HOME AND ABILITY TO SPEAK ENGLISH	--
Total population	22,125
Population 5 years and over	21,895
English only	24.2%
Language other than English	75.8%
Speak English less than "very well"	42.2%

Source: U.S. Census Bureau, 2013-2017 American Community Survey 5-year Estimates, Table S0501

Table 1.76. Employment Status, Education, Language Spoken of Foreign-Born, Maui County, 2013-2017

Category	2013-2017 Estimate
EMPLOYMENT STATUS	--
Population 16 years and over	28,574
In labor force	70.1%
Civilian labor force	70.1%
Employed	67.8%
Unemployed	2.3%
Percent of civilian labor force	3.2%
Armed Forces	0.0%
Not in labor force	29.9%
EDUCATIONAL ATTAINMENT	--
Population 25 years and over	26,600
Less than high school graduate	17.0%
High school graduate (includes equivalency)	32.9%
Some college or associate's degree	30.3%
Bachelor's degree	15.5%
Graduate or professional degree	4.3%
LANGUAGE SPOKEN AT HOME AND ABILITY TO SPEAK ENGLISH	--
Total population	30,457
Population 5 years and over	30,122
English only	21.7%
Language other than English	78.3%
Speak English less than "very well"	48.2%

Source: U.S. Census Bureau, 2013-2017 American Community Survey 5-year Estimates, Table S0501

Table 1.77. Employment Status, Education, Language Spoken of Foreign-Born, Kauai County, 2013-2017

Category	2013-2017 Estimate
EMPLOYMENT STATUS	--
Population 16 years and over	11,302
In labor force	67.1%
Civilian labor force	67.0%
Employed	65.2%
Unemployed	1.8%
Percent of civilian labor force	2.7%
Armed Forces	0.2%
Not in labor force	32.9%
EDUCATIONAL ATTAINMENT	--
Population 25 years and over	10,468
Less than high school graduate	17.8%
High school graduate (includes equivalency)	34.7%

Category	2013-2017 Estimate
Some college or associate's degree	26.0%
Bachelor's degree	15.9%
Graduate or professional degree	5.5%
LANGUAGE SPOKEN AT HOME AND ABILITY TO SPEAK ENGLISH	--
Total population	11,801
Population 5 years and over	11,759
English only	15.4%
Language other than English	84.6%
Speak English less than "very well"	46.6%

Source: U.S. Census Bureau, 2013-2017 American Community Survey 5-year Estimates, Table S0501

Individuals below poverty level

According to Census data, there were 122,143 people in Hawaii living below the poverty level in 2018, accounting for almost 9 percent of the population. About 29 percent, or 34,847, of those in poverty were a part of the civilian labor force and their unemployment rate was 19.1 percent. Of the low-income population aged 16+ years, 60 percent did not work, while 32 percent worked part-time or part-year, and 8 percent worked full-time year-round. For the 25+ years old population living in poverty, 17 percent had less than a high school education and 37 percent had their high school diploma or equivalency. About 29 percent had attended some college or earned an Associate's degree, while 18 percent had a Bachelor's or higher degree.

In Honolulu County, nearly 8 percent, or 73,710 people were below the poverty threshold. About 27 percent of them were in the labor force and the unemployment rate was 21.0 percent. Their work experience did not differ from the state in any significant way. In terms of educational attainment, there were some notable differences. Oahu had the highest rate of low-income people with less than a high school education at 19 percent. They also had the lowest share of those with some college or Associate's degree with 27 percent.

Among the counties, Hawaii County had the highest rate of poverty with slightly over 16 percent, which is significantly higher than the statewide share of 9 percent. Their 30 percent share of civilian labor force participation was comparable to the state, while the unemployment rate was lower at 16.3 percent. Slightly more low-income people worked compared to the state overall. The Big Island had the same proportion of college-educated people as the state and was tied for the lowest rate of people below poverty without a high school diploma or equivalency.

Maui County had a 7 percent share of their population living in poverty and 34 percent were labor force participants, which is the highest share among the counties. The rate of joblessness was higher than the state at 20.3 percent. Proportionately more of Maui County's low-income people worked compared to the state and the 55 percent that did not work was the lowest share among the counties. Educational attainment was a mixed bag when compared to other counties. It had the highest rate of high school graduates with 42 percent, but the lowest proportion of

Bachelor's or higher degree holders with 8 percent.

The lowest rate of poverty was in Kauai County with 6 percent. They also had the smallest share of this population in the labor force, but unemployment was a very low 5.4 percent. About 63 percent of the low-income population did not work, the highest share in the state. Kauai had the highest level of educational attainment among all counties.

Table 1.78. Employment Status, Experience, Education of Individuals Below Poverty Level, State of Hawaii, 2018

Category	Total	Below poverty level	% below poverty level
Population for whom poverty status is determined	1,382,448	122,143	8.8%
EMPLOYMENT STATUS	--	--	--
Civilian labor force 16 years and over	706,966	34,847	4.9%
Employed	679,811	28,176	4.1%
Unemployed	27,155	6,671	24.6%
<i>Unemployment Rate</i>	<i>3.8%</i>	<i>19.1%</i>	----
WORK EXPERIENCE	--	--	--
Population 16 years and over	1,115,395	90,100	8.1%
Worked full-time, year-round in the past 12 months	520,876	7,584	1.5%
Worked part-time or part-year in the past 12 months	238,790	28,655	12.0%
Did not work	355,729	53,861	15.1%
EDUCATIONAL ATTAINMENT	--	--	--
Population 25 years and over	981,251	74,597	7.6%
Less than high school graduate	77,213	12,595	16.3%
High school graduate (includes equivalency)	260,045	27,405	10.5%
Some college, associate's degree	312,353	21,497	6.9%
Bachelor's degree or higher	331,640	13,100	4.0%

Source: U.S. Census Bureau, 2018 American Community Survey 1-year Estimates, Table S1701

Table 1.79. Employment Status, Experience, Education of Individual Below Poverty Level, Honolulu County, 2018

Category	Total	Below poverty level	% below poverty level
Population for whom poverty status is determined	947,926	73,710	7.8%
EMPLOYMENT STATUS	--	--	--
Civilian labor force 16 years and over	486,551	20,173	4.1%
Employed	468,443	15,930	3.4%
Unemployed	18,108	4,243	23.4%
<i>Unemployment Rate</i>	<i>3.7%</i>	<i>21.0%</i>	----
WORK EXPERIENCE	--	--	--

Category	Total	Below poverty level	% below poverty level
Population 16 years and over	764,466	54,495	7.1%
Worked full-time, year-round in the past 12 months	368,960	4,134	1.1%
Worked part-time or part-year in the past 12 months	161,862	16,745	10.3%
Did not work	233,644	33,616	14.4%
EDUCATIONAL ATTAINMENT	--	--	--
Population 25 years and over	670,213	45,254	6.8%
Less than high school graduate	53,987	8,415	15.6%
High school graduate (includes equivalency)	170,361	15,962	9.4%
Some college, associate's degree	207,847	12,388	6.0%
Bachelor's degree or higher	238,018	8,489	3.6%

Source: U.S. Census Bureau, 2018 American Community Survey 1-year Estimates, Table S1701

Table 1.80. Employment Status, Experience, Education of Individual Below Poverty Level, Hawaii County, 2018

Category	Total	Below poverty level	% below poverty level
Population for whom poverty status is determined	198,192	32,181	16.2%
EMPLOYMENT STATUS	--	--	--
Civilian labor force 16 years and over	95,033	9,592	10.1%
Employed	90,067	8,028	8.9%
Unemployed	4,966	1,564	31.5%
<i>Unemployment Rate</i>	<i>5.2%</i>	<i>16.3%</i>	<i>----</i>
WORK EXPERIENCE	--	--	--
Population 16 years and over	160,458	22,238	13.9%
Worked full-time, year-round in the past 12 months	61,493	2,008	3.3%
Worked part-time or part-year in the past 12 months	36,699	7,598	20.7%
Did not work	62,266	12,632	20.3%
EDUCATIONAL ATTAINMENT	--	--	--
Population 25 years and over	141,848	18,642	13.1%
Less than high school graduate	10,590	2,443	23.1%
High school graduate (includes equivalency)	38,500	7,411	19.2%
Some college, associate's degree	50,499	5,428	10.7%
Bachelor's degree or higher	42,259	3,360	8.0%

Source: U.S. Census Bureau, 2018 American Community Survey 1-year Estimates, Table S1701

Table 1.81. Employment Status, Experience, Education of Individual Below Poverty Level, Maui County, 2018

Category	Total	Below poverty level	% below poverty level
Population for whom poverty status is determined	164,915	11,698	7.1%
EMPLOYMENT STATUS	--	--	--
Civilian labor force 16 years and over	87,871	3,956	4.5%
Employed	84,778	3,153	3.7%
Unemployed	3,093	803	26.0%
<i>Unemployment Rate</i>	<i>3.5%</i>	<i>20.3%</i>	<i>----</i>
WORK EXPERIENCE	--	--	--
Population 16 years and over	133,000	9,842	7.4%
Worked full-time, year-round in the past 12 months	63,165	976	1.5%
Worked part-time or part-year in the past 12 months	28,844	3,461	12.0%
Did not work	40,991	5,405	13.2%
EDUCATIONAL ATTAINMENT	--	--	--
Population 25 years and over	118,037	8,225	7.0%
Less than high school graduate	8,491	1,405	16.5%
High school graduate (includes equivalency)	37,708	3,462	9.2%
Some college, associate's degree	36,697	2,734	7.5%
Bachelor's degree or higher	35,141	624	1.8%

Source: U.S. Census Bureau, 2018 American Community Survey 1-year Estimates, Table S1701

Table 1.82. Employment Status, Experience, Education of Individual Below Poverty Level, Kauai County, 2018

Category	Total	Below poverty level	% below poverty level
Population for whom poverty status is determined	71,341	4,549	6.4%
EMPLOYMENT STATUS	--	--	--
Civilian labor force 16 years and over	37,442	1,126	3.0%
Employed	36,454	1,065	2.9%
Unemployed	988	61	6.2%
<i>Unemployment Rate</i>	<i>2.6%</i>	<i>5.4%</i>	<i>----</i>
WORK EXPERIENCE	--	--	--
Population 16 years and over	57,397	3,520	6.1%
Worked full-time, year-round in the past 12 months	27,221	466	1.7%
Worked part-time or part-year in the past 12 months	11,353	851	7.5%
Did not work	18,823	2,203	11.7%
EDUCATIONAL ATTAINMENT	--	--	--
Population 25 years and over	51,079	2,471	4.8%
Less than high school graduate	4,133	332	8.0%
High school graduate (includes equivalency)	13,453	565	4.2%

Category	Total	Below poverty level	% below poverty level
Some college, associate's degree	17,298	947	5.5%
Bachelor's degree or higher	16,195	627	3.9%

Source: U.S. Census Bureau, 2018 American Community Survey 1-year Estimates, Table S1701

Native Hawaiians and Other Pacific Islanders

The Census Bureau combines Native Hawaiians with Other Pacific Islanders, therefore we will use this combined group when referring to Native Hawaiians in this section. As of 2018, Hawaii had 112,003 Native Hawaiians aged 16+ years old. About 62 percent of them were a part of the civilian labor force and their unemployment rate was 7.7 percent. About 13 percent of the Native Hawaiian population aged 25+ years old did not have a high school diploma or equivalency. Almost 46 percent had high school education, 28 percent had some college or Associate's degree, and 13 percent had a Bachelor's or higher degree.

Two-thirds of the Native Hawaiian population reside in Honolulu County, with 74,265 in 2018. Nearly 63 percent of them are in the labor force and the unemployment rate was 8.6 percent, the highest among the counties. The proportion of Native Hawaiians with less than a high school diploma, and those with a high school diploma are also the highest among the counties, 14 and 46 percent, respectively. In addition, they have the lowest share of those with some college or Associates degree with 27 percent.

In Hawaii County, there were 18,932 Native Hawaiians but they had the lowest rate of labor force participation with 56 percent. The job less rate among them was 5.2 percent, lower than the statewide rate. The Big Island had the lowest rate of high school graduates with 44 percent.

Maui County had 14,358 Native Hawaiians of which 62 percent were labor force participants. They had the lowest unemployment rate among the counties at 3.3 percent. In terms of educational attainment, Native Hawaiians in Maui had the smallest share of those with less than a high school diploma and those with a Bachelor's or higher degree. However, they also had the greatest share of those with some college or Associate's degree.

Of the 4,438 Native Hawaiians in Kauai County, 71 percent were in the labor force, the highest rate among the counties. The rate of unemployment was 7.9 percent. Educational attainment was higher on this island as they had the highest proportion of those with a Bachelor's or higher degree.

Table 1.83. Employment Status and Education of Native Hawaiians, State of Hawaii, 2018

Category	2018 Estimate	% Distribution
EMPLOYMENT STATUS	--	--
Total, 16+ years and over:	112,003	----
Civilian labor force:	69,731	----
Employed	64,351	----

Category	2018 Estimate	% Distribution
Unemployed	5,380	----
<i>Unemployment rate</i>	7.7%	----
Not in labor force	41,580	----
EDUCATIONAL ATTAINMENT	--	--
Total population 25+ years and over	92,779	----
Less than high school diploma	12130	13.1%
High school graduate (includes equivalency)	42303	45.6%
Some college or associate's degree	26298	28.3%
Bachelor's degree or higher	12048	13.0%

Source: U.S. Census Bureau, 2018 American Community Survey 1-year Estimates, Table C23002E, C15002E

Table 1.84. Employment Status and Education of Native Hawaiians, Honolulu County, 2018

Category	2018 Estimate	% Distribution
EMPLOYMENT STATUS	--	--
Total, 16+ years and over:	74,265	----
Civilian labor force:	46,652	----
Employed	42,623	----
Unemployed	4,029	----
<i>Unemployment rate</i>	8.6%	----
Not in labor force	26,921	----
EDUCATIONAL ATTAINMENT	--	--
Total population 25+ years and over	60,460	----
Less than high school diploma	8164	13.5%
High school graduate (includes equivalency)	27830	46.0%
Some college or associate's degree	16171	26.7%
Bachelor's degree or higher	8295	13.7%

Source: U.S. Census Bureau, 2018 American Community Survey 1-year Estimates, Table C23002E, C15002E

Table 1.85. Employment Status and Education of Native Hawaiians, Hawaii County, 2018

Category	2018 Estimate	% Distribution
EMPLOYMENT STATUS	--	--
Total, 16+ years and over:	18,932	----
Civilian labor force:	10,574	----
Employed	10,020	----
Unemployed	554	----
<i>Unemployment rate</i>	5.2%	----
Not in labor force	8,358	----
EDUCATIONAL ATTAINMENT	--	--
Total population 25+ years and over	16,183	----
Less than high school diploma	2118	13.1%
High school graduate (includes equivalency)	7113	44.0%

Category	2018 Estimate	% Distribution
Some college or associate's degree	4864	30.1%
Bachelor's degree or higher	2088	12.9%

Source: U.S. Census Bureau, 2018 American Community Survey 1-year Estimates, Table C23002E, C15002E

Table 1.86. Employment Status and Education of Native Hawaiians, Maui County, 2017-2018

Category	2018 Estimate	--
EMPLOYMENT STATUS	--	--
Total, 16+ years and over:	14,358	--
Civilian labor force:	8,899	--
Employed	8,604	--
Unemployed	295	--
<i>Unemployment rate</i>	3.3%	--
Not in labor force	5,232	--
Category	2017 Estimate	% Distribution
EDUCATIONAL ATTAINMENT	--	--
Total population 25+ years and over	12,132	----
Less than high school diploma	1369	11.3%
High school graduate (includes equivalency)	5545	45.7%
Some college or associate's degree	4156	34.3%
Bachelor's degree or higher	1062	8.8%

Source: U.S. Census Bureau, 2017-2018 American Community Survey 1-year Estimates, Table C23002E, C15002E

Table 1.87. Employment Status and Education of Native Hawaiians, Kauai County, 2018

Category	2018 Estimate	% Distribution
EMPLOYMENT STATUS	--	--
Total, 16+ years and over:	4,438	----
Civilian labor force:	3,152	----
Employed	2,903	----
Unemployed	249	----
<i>Unemployment rate</i>	7.9%	----
Not in labor force	1,286	----
EDUCATIONAL ATTAINMENT	--	--
Total population 25+ years and over	4,004	----
Less than high school diploma	479	12.0%
High school graduate (includes equivalency)	1815	45.3%
Some college or associate's degree	1107	27.6%
Bachelor's degree or higher	603	15.1%

Source: U.S. Census Bureau, 2018 American Community Survey 1-year Estimates, Table C23002E, C15002E

Homeless

In 2019, the annual Point in Time (PIT) count of homeless individuals identified 6,448 in the State. This is a decrease of 1.3 percent from 2018. Of the total homeless in 2019, 56 percent were unsheltered.

The count of homeless in Honolulu County was at 4,453, a decrease of 0.9 percent from the year before. About 54 percent of the homeless were not living in shelters.

Hawaii County had 690 homeless people in 2019, a drop of 21 percent from the prior year, with 65 percent living on the street.

Meanwhile, Maui County had 862 homeless people, representing a 1.3 percent decrease from the same time a year ago. It had the smallest share of unsheltered homeless among the counties.

Kauai County, on the other hand, had 443 homeless individuals in 2019, which was a 51 percent increase over the year before and posted the largest share of unsheltered with 79 percent.

Table 1.88. Homeless Point in Time Count, 2019

State/County	Total Homeless	Change from 2018	Sheltered	Unsheltered
State of Hawaii	6,448	-1.3%	2,810	3,638
Honolulu County	4,453	-0.9%	2,052	2,401
Hawaii County	690	-20.6%	243	447
Maui County	862	-1.3%	420	442
Kauai County	443	51.2%	95	348

Source: Homeless Point in Time Count conducted on January 22, 2019

Migrant Seasonal Farmworkers

According to the U.S. Department of Agriculture's 2017 Census of Agriculture, there were 793 migrant farm workers in the State of Hawaii. Over 70 percent were in Hawaii County, 19 percent were in Kauai County, 5 percent were in Honolulu County, and the remaining 5 percent were in Maui County.

Table 1.89. Farmworkers, 2017

Category	State of Hawaii	Honolulu County	Hawaii County	Maui County	Kauai County
Hired Farm Labor	11,891	2,768	6,093	1,880	1,150
Migrant Farm Labor	793	43	563	36	151
Incl. Hired Workers	569	n/a	360	36	n/a
Only Contract Labor	224	n/a	203	n/a	n/a
Unpaid Farm Labor	9,047	1,046	5,082	1,814	1,105

Source: U.S. Department of Agriculture, 2017 Census of Agriculture

(iv) *Skill Gaps. Describe apparent 'skill gaps'.*

Education and Work Experience Level of Potential Candidates

The job applicants who post resumes online at HireNet Hawaii are summarized by the level of education they possess, and this data is available on HIWI. Comparing the number of potential candidates to the number of advertised job openings is one way to determine a skills gap. However, this will not paint a complete picture because most of the job openings advertised on HireNet did not specify an educational level requirement. As of November 2019, there were 5,719 high school graduates actively searching for a job online, but only 1,761 actual jobs posted this as a requirement. Bachelor's degree completers had 3,160 resumes online, compared to just 788 job postings looking for Bachelor's degree candidates. There were 1,646 Associate's degree holders but just 164 job openings requiring that level of education. Vocational school certificate holders had only 49 job openings needing their level of education. Master's degree candidates had only 53 job openings looking for advanced degree candidates. There is a definite mismatch between the number of potential candidates and the number of job openings online.

Table 1.90. Education Level of Potential Candidates, State of Hawaii, Nov 2019

Education Level	Education Level of Potential Candidates	Percent Distribution	Education Requirements on Advertised Job Openings	Percent Distribution
No Minimum Education Requirement	0	N/A	406	2.0%
Less than High School	432	2.6%	0	N/A
High School Diploma or Equivalent	5,719	34.3%	1,761	8.8%
1 to 3 Years of College or a Technical or Vocational School	0	N/A	33	0.2%
Vocational School Certificate	1,193	7.2%	49	0.3%
Associate's Degree	1,646	9.9%	164	0.8%
Bachelor's Degree	3,160	19.0%	788	3.9%
Master's Degree	1,062	6.4%	53	0.3%
Doctorate Degree	238	1.4%	20	0.1%
Specialized Degree (e.g. MD, DDS)	139	0.8%	1	0.0%
Not Specified	0	N/A	16,705	83.6%

Job Source: Online Advertised Jobs data, HIWI, as of 11/15/19

The HIWI website also summarizes the amount of work experience that potential candidates have compared to the experience that online job openings require. Nearly 10,000 online job applicants have over 10 years work experience, but only 9 job listings require that much. Over 18,000 job openings are looking for only 1 to 2 years of experience and there are only 764 candidates with that amount of experience. The gap that exists here is that a lot of potential

candidates have much more experience than is required, which might mean they are over qualified for many of the jobs being advertised online.

Table 1.91. Work Experience of Potential Candidates, State of Hawaii, Nov 2019

Experience	Work Experience Level of Potential Candidates	Percent Distribution	Work Requirements on Advertised Job Openings	Percent Distribution
Entry Level	0	N/A	822	4.1%
Less than 1 year	985	5.9%	171	0.9%
1 Year to 2 Years	764	4.6%	18,471	92.5%
2 Years to 5 Years	1,965	11.8%	426	2.1%
5 Years to 10 Years	3,019	18.1%	81	0.4%
More than 10 Years	9,969	59.7%	9	0.1%

Job Source: Online Advertised Jobs data, HIWI, as of 11/15/19

(2) Workforce Development, Education and Training Activities Analysis. The Unified or Combined State Plan must include an analysis of the workforce development activities, including education and training in the State, to address the education and skill needs of the workforce, as identified in (a)(1)(B)(iii) above, and the employment needs of employers, as identified in (a)(1)(A)(iii) above. This must include an analysis of—

(A) The State's Workforce Development Activities. Provide an analysis of the State's workforce development activities, including education and training activities of the core programs, Combined State Plan partner programs included in this plan, and required⁶ and optional one-stop delivery system partners.⁷

Workforce Development, Education and Training Activities Analysis

Title I-B - Adult, Dislocated Worker, Youth Program

Activities	Strengths	Weaknesses
<ul style="list-style-type: none"> • Skills assessment • Labor market information • Access to eligible education and training programs • Work experience • Job search and placement assistance • Career counseling • Support services • Provide employers with qualified labor pool • Follow up Services 	<ul style="list-style-type: none"> • Ability to partner and stretch funds by leveraging resources • Aware of local business needs locally-based • Personalized case management and pathway plan 	<ul style="list-style-type: none"> • Technology • Transportation • Social worker-based v. business focused • Low unemployment; Shortage of workers to fill vacancies • Lack of ETPs

Capacity to Provide Services:

- Limited resources
- Challenge is enough jobs appropriate for those they serve and accessing in-demand jobs
- Training is not strategically focused

Title II Adult Education:

Activities	Strengths	Weaknesses
<ul style="list-style-type: none"> • Adult Basic Education, Family Literacy • English Language Acquisition • High-school equivalency preparation • Career Preparation and Job Training • Citizenship Transition Services • Employability & Life Skills • Correctional Education 	<ul style="list-style-type: none"> • Flexibility • Individualized learning • Small Class Size • Integrated Education and Training • Accommodation of varying learning styles • College and Career Readiness 	<ul style="list-style-type: none"> • Retention and persistence • Decrease in enrollment • Access, particularly on islands other than Oahu • Funding limitations, particularly for state leadership and critical support services

Capacity to Provide Services:

- Limited resources to provide current education and career preparation services
- Teaching staff are part-time employees which limit services
- Need to develop stronger and expanded relationships with local partners, particularly with employers and postsecondary institutions
- Integrated with the statewide career pathways system that will enhance services and drive college and career readiness
- Transition counselor positions were added to support career pathways

HIDOE K-12 Career Readiness through School Design

- School Design is the purposeful design of schools to ensure that every student is highly engaged in a rigorous, creative and innovative academic curriculum; in their learning environment; and in powerful applied learning practices aligned to college and careers.
- School Design is one of five themes in the HIDOE's 2030 Promise Plan currently being developed. The five promises to students — Hawai'i, Equity, School Design, Empowerment, and Innovation — are not new concepts. Each promise addresses the qualities we know we want all students to experience in our public education system.

Title III Wagner Peyser Employment Services:

Activities	Strengths	Weaknesses
<ul style="list-style-type: none"> • Assessment of experience, skills, and interests • Career guidance • Labor market information • Job search workshops • Referral to training & other services • Referral of job seekers to job openings, include matching job requirements with job 	<ul style="list-style-type: none"> • Long history of strong interagency partnerships • Relationships with business and industry • Responsiveness to business hiring needs • Statewide services • Use of technology such as self-service features in the HNH 	<ul style="list-style-type: none"> • Funding levels constrain business outreach and individualized services to customers • Professional development • Lack of standard on-boarding for new career counselors • Inconsistent staffing levels • Lack of statewide representation of veterans representatives (DVOP, LVER)

seeker experience, skills and other attributes <ul style="list-style-type: none"> • Helping employers with special recruitment needs • Assisting employers analyze hard-to-fill job orders • Supporting and managing Hawaii's HNH, the state-sponsored Job Board • Federal bonding for at-risk employers • Facilitating Federal Tax Credit for hiring offenders, persons with disabilities, other target groups • Counseling and job referrals for veterans with significant barriers • Promoting hiring of veterans • Helping employers and employees deal with layoffs 	<ul style="list-style-type: none"> • Access to other funding sources to assist job seekers and business • Flexibility in serving business and job seekers 	
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Capacity to Provide Services:

- Capacity is enlarged because of braided resources with partners such as Adult Ed, VR, TANF, Community Colleges
- Inadequate funding to support direct staff assistance to public during all office hours
- Insufficient funds for professional development

Native Hawaiian Workforce Development Services – Adults

ALU LIKE, Inc. provides Hawaii's WIOA, Title I, Subtitle D- National Programs Sec. 166, NATIVE AMERICAN PROGRAMS COMPREHENSIVE SERVICES (ADULTS).

Activities:

- Outreach
- Intake
- Assessment of skills levels
- Career assessment, planning, and counseling
- Development of individual employment plan
- Facilitation of remedial education; tutoring; study skills training; and occupational skills training that lead to recognized postsecondary credentials that are aligned with in-demand industry sectors of occupations or occupations in the local area with financial assistance for tuition and/or books leading to employment at individual's highest skill level after attaining high school diploma; certificate; Associate, Bachelor, and/or Master's Degree; on-the-job training; entrepreneurship training; upskilling/skills upgrading
- Supportive services that are necessary to enable an individual to participate in activities authorized under WIOA

- Native Hawaiian culturally relevant job readiness/employment preparation. Ka La Hiki Ola-The Dawning of a New Day-curriculum and workbooks utilized
- Referrals to appropriate agencies for additional services
- Job search and placement assistance
- Follow-up services

Strengths:

- “E kulia i ka nu`u”. We strive to do our best to engage, develop, and work directly and together with the whole individual.
- Program experience and positive track record since 1978 in operating statewide employment and training program for Native Hawaiians, American Indians, and Alaska Natives under CETA (Comprehensive Employment & Training Act); JTPA (Job Training Partnership Act); WIA (Workforce Investment Act); and presently under WIOA.
- ALU LIKE, Inc. Employment & Training Centers on Hawaii Island with 4 Program Specialists and on Oahu Island with 4 Program Specialists.
- Welcoming environment that is Native Hawaiian culturally relevant with Native Hawaiian and English languages used in communication.
- Program Specialists are regularly active in community events.

Weaknesses:

- Kauai, Maui, and Molokai Island Offices each only have one Program Specialist.

Capacity to Provide Services:

ALU LIKE, Inc. WIOA program is statewide with offices and staff on the islands of Hawaii, Kauai (also serving Niihau), Maui, Molokai (also serving Lanai), and Oahu.

Native Hawaiian Workforce Development Services – Youth

ALU LIKE, Inc. provides Hawaii’s WIOA, Title I, Subtitle D- National Programs Sec. 166, NATIVE AMERICAN PROGRAMS SUPPLEMENTAL YOUTH SERVICES (Ages 14-24).

Activities:

- Outreach
- Intake
- Assessment of skills levels
- Career assessment, planning, and counseling
- Development of individual employment plan
- Facilitation of remedial education; tutoring; study skills training; and occupational skills training that lead to recognized postsecondary credentials that are aligned with in-demand industry sectors of occupations or occupations in the local area with financial assistance for tuition and/or books leading to employment at individual’s highest skill level after attaining high school diploma; certificate; Associate, Bachelor, and/or Master’s Degree; work-based learning/internships/paid work experiences; on-the-job training;

- entrepreneurship training
- Supportive services that are necessary to enable an individual to participate in activities authorized under WIOA
- Native Hawaiian culturally relevant job readiness/employment preparation. Ka La Hiki Ola-The Dawning of a New Day-curriculum and workbooks utilized
- Educational incentive allowances
- Referrals to appropriate agencies for additional services
- Job search and placement assistance
- Follow-up services

Strengths:

- “E kulia i ka nu`u”. We strive to do our best to engage, develop, and work directly and together with the whole individual.
- Program experience and positive track record since 1978 in operating statewide employment and training program for Native Hawaiians, American Indians, and Alaska Natives under CETA (Comprehensive Employment & Training Act); JTPA (Job Training Partnership Act); WIA (Workforce Investment Act); and presently under WIOA.
- ALU LIKE, Inc. Employment & Training Centers on Hawaii Island with 4 Program Specialists and on Oahu Island with 4 Program Specialists.
- Welcoming environment that is Native Hawaiian culturally relevant with Native Hawaiian and English languages used in communication.
- Program Specialists are regularly active in community events.

Weaknesses:

Kauai, Maui, and Molokai Island Offices each only have one Program Specialist.

Capacity to Provide Services:

ALU LIKE, Inc. WIOA program is statewide with offices and staff on the islands of Hawaii, Kauai (also serving Niihau), Maui, Molokai (also serving Lanai), and Oahu.

Title IV Vocational Rehabilitation:

Individuals with Disabilities, Including Youth with Disabilities

Activities, Strengths, Weaknesses, Capacity to Provide Services:

According to the U.S. Census Bureau Quickfacts (from July 1, 2018), the number of individuals in Hawaii between under 65 years old with disabilities represents a population of 92,312 (6.5% of Hawaii's 1,420,491 total population statewide). In 2016, Hawaii County had the highest rate of individuals with disabilities (9.9%) as a percentage of the total population, with Kauai having the lowest rate (6.5%).

Estimates for 2020 of eligible individuals accessing Vocational Rehabilitation (VR) services statewide (inclusive of students eligible for Pre-Employment Transition Services and VR individualized services) represents close to 8% of the state's total population of individuals with disabilities, however, with DVR's active

order of selection (OOS) associated with insufficient fiscal and staff resources to fully serve all eligible individuals, DVR anticipates serving approximately 6% of this population in 2020: an estimated 5,100 students and adults with disabilities statewide.

Hawaii's unemployment rate in 2019 remained close to 2.7%, with non-disabled adult employment rates over 68% (2016 US Census), while employment rates of individuals with disabilities averaged below 24% (2016 US Census), similar to the national average. This unemployment rate represents a 44% disparity rate for individuals with disabilities in the workforce as compared with their non-disabled peers.

Hawaii County had the largest share of disabled people over 16 years of age out of the labor force with 79 percent, and just 18 percent employed. Maui County had the greatest share of individuals with disabilities in the workforce with 28 percent employed.

The reauthorization of the Rehabilitation Act under WIOA places a greater emphasis on the provision of transition services for youth and students with disabilities, especially their need for pre-employment transition services (Pre-ETS). The Notice of Proposed Rule Making (NPRM) for 34 CFR 361 and 363 indicates that the comprehensive statewide needs assessment must include an assessment of the needs of youth and students with disabilities in the State, including their need for Pre-ETS. The project team has routinely included an assessment of the needs of youth needing transition services as a part of the Community Statewide Needs Assessment (CSNA).

It is clear from the interviews and the survey results that youth with disabilities in Hawaii have a need to receive pre-employment transition services (Pre-ETS) as identified in the Reauthorization of the Rehabilitation Act in WIOA. These services include:

1. Job exploration counseling;
2. Work-based learning experiences;
3. Counseling on opportunities for enrollment in comprehensive transition or postsecondary educational programs at institutions of higher education;
4. Workplace readiness training to develop social skills and independent living (often referred to as soft skills); and
5. Instruction in self-advocacy, which may include peer mentoring.
6. Each of these Pre-ETS services were identified as a student need on a recurring basis when discussing the needs of transition-aged youth and students in Hawaii.

The Rehabilitation Act as reauthorized in WIOA also indicates that the following authorized services can be provided if funds remain after the provision of the

required services noted above:

1. Implementing effective strategies to increase the likelihood of independent living and inclusion in communities and competitive integrated workplaces;
2. Developing and improving strategies for individuals with intellectual disabilities and individuals with significant disabilities to live independently, participate in postsecondary education experiences, and obtain and retain competitive integrated employment;
3. Providing instruction to vocational rehabilitation counselors, school transition personnel, and other persons supporting students with disabilities;
4. Disseminating information about innovative, effective, and efficient approaches to achieve the goals of this section;
5. Coordinating activities with transition services provided by local educational agencies under the Individuals with Disabilities Education Act (20 U.S.C. 1400 et seq.);
6. Applying evidence-based findings to improve policy, procedure, practice, and the preparation of personnel, in order to better achieve the goals of this section;
7. Developing model transition demonstration projects;
8. Establishing or supporting multistate or regional partnerships involving States, local educational agencies, designated State units, developmental disability agencies, private businesses, or other participants to achieve the goals of this section; and
9. Disseminating information and strategies to improve the transition to postsecondary activities of individuals who are members of traditionally unserved populations.

The CSNA investigated the need for these services in addition to what needed to change or improve in order for DVR and the workforce development system at large to more effectively address these needs.

The following themes emerged in the area of the needs of students and youth with disabilities in transition:

- DVR needs to be more responsive and efficient with service delivery, in collaboration with community partners providing comparable resources;
- There is an increase in the number of youth with substance abuse issues, resulting in an increase in youth involved with the juvenile justice system. This limits the employment opportunities for these young people.
- Transportation in rural areas and neighbor islands remains a major barrier to employment for youth and students with disabilities.
- DVR continues to be challenged with achieving high-quality employment outcomes for participants with the most significant disabilities, especially individuals with cognitive disabilities;
- Transition-aged students have a significant need for mentors in the workplace;

- Transition-aged students need more exposure to competitive integrated work-based learning experiences prior to exiting the school system; and
- Development of soft skills associated with workplace relationships continues to be a primary need for Pre-ETS participating students.

While DVR continues to address the need for workforce parity in Hawaii for individuals with disabilities through vocational rehabilitation services, DVR noted that the average hourly wage rate of non-disabled workers (HIWI.org) represented \$24.50 in October 2019, while DVR's statewide average hourly wage rate for individuals with disabilities successfully placed into employment during the same period was \$16.33, nearly a 33 percent disparity. Sub-sets of individuals with disabilities statewide had higher average hourly wage rates including individuals who are blind or with vision loss earning \$25.50 hourly, and individuals who are deaf or have hearing loss earning an average hourly wage rate of \$17.77 for this same period.

DVR remains under an Active Order of Selection (OOS) since October 1, 2017 related to planned expenditures for active participants and potentially eligible students accessing vocational rehabilitation services for career development and employment opportunities in Hawaii. Annually, DVR continues to serve between 6-8% of Hawaii's students and residents with disabilities statewide. Since July 2019, DVR has activated 306 eligible individuals from the active OOS deferred list who had been awaiting services for approximately 24 months. DVR remains committed to reducing the duration eligible individuals are awaiting services on the OOS deferred list. Additionally, individuals remaining on DVR's OOS deferred list are regularly invited to access the American Job Center resources through warm linkages with core partners facilitated by DVR VRS counselors quarterly.

The annual number of Hawaii residents determined eligible for DVR services and in active open status are as follows:

- FY2020: 5,100 with 1,500 potentially eligible students projected; and
- FY2019: 4,734 plus 1,318 potentially eligible students.

Career Technical Education:

Activities	Strengths	Weaknesses
<ul style="list-style-type: none"> • Serves youth and adults • Provides integrated education and vocational training • Fosters competency-based learning 	<ul style="list-style-type: none"> • Integrated education (k-12 and postsecondary) • Utilizes career pathways, career counseling and individual career plans • Multiple entry and exit options through the community college - industry-recognized credential, certificate, degree or transfer to baccalaureate degree program 	<ul style="list-style-type: none"> • Once a state career pathway system is adopted, may require adjustments to transition clients from other partners. • Incoming clients may require remediation • Limited staffing and funding

Activities	Strengths	Weaknesses
<ul style="list-style-type: none"> Each student moves through a Program of Study Focus on employability skills Students get work experience Earn industry-recognized credentials 	<ul style="list-style-type: none"> Industry involvement in career pathway development and system vetted with employers Clear sequence of coursework (non-duplicative, progressive, articulated) Curricula and instructional strategies instill work readiness Curricula competency-based rigorous and contextualized 	<ul style="list-style-type: none"> Client access to the system may be a challenge because of cost and time

Capacity to Provide Services:

- Existing structures have capacity to provide services.
- Financial and other support for clients to access the services are a challenge.

Community Block Services Grant:

Activities:

- Customized program to address effects of poverty
- Community needs assessment
- Child health services
- Substance abuse services
- Career planning
- Worker training programs
- Housing assistance
- Employment search and placement assistance

Job Corps:

Activities	Strengths	Weaknesses
<ul style="list-style-type: none"> An academic and vocational skills training program for ages 16-24 Residential program with free room and board. A self-paced program that allows participants two years to complete the program Income eligibility is required 10 vocational options in addition to college and advanced training at another Job Corps Center Job Placement Services provided 	<ul style="list-style-type: none"> Utilizes career pathways Many opportunities to obtain industry recognized certification GED and HiSet diploma program Recreational activities provided Counseling services provided Basic Medical, dental, mental health services Open entry/open exit program No cost to the participants Driver's education available 	N/A

Capacity to Provide Services:

Hawaii Job Corps has the capacity for 211 students on Oahu and 128 on Maui.

Local Veterans' Employment Representatives (LVER)

Activities	Strengths	Weaknesses
<ul style="list-style-type: none">• Facilitates employment, training and placement services furnished to eligible veterans and spouses by the American Job Centers• An outreach strategy that effectively links clients to jobs with achievable placement potential• Employer seminars to promote the hiring of veterans• Job search workshops conducted in conjunction with employers• Engages veteran job search groups to facilitate access to employers• Educates partner staff on veteran program initiatives and changes	<ul style="list-style-type: none">• All LVER staff finished professional development training required by DOL• LVER are some of the most experienced staff in the agency• LVER keep partner and American Job Center staff vigilant on program standards with services and changes.	<ul style="list-style-type: none">• DOL has yet to establish uniform LVER performance standards for states• Need to increase employer collaboration to lead job search workshops• Need to increase LVER outreach to employers in Maui and Kauai Counties.

Capacity to Provide Services:

Given present funding levels and DOL priorities for LVER services, current LVER resources are generally in proportion and sufficient to serve needs of eligible veterans, spouses and the business community.

Disabled Veterans Outreach Program (DVOP):

Activities	Strengths	Weaknesses
<ul style="list-style-type: none">• Provides intensive employment services to a prioritized group of eligible veterans and spouses as directed by the Secretary of DOL• Facilitates placements with intensive service to 90% of all clients served• Conducts relationship building, outreach and recruitment activities with other service providers in the area, to enroll priority clients	<ul style="list-style-type: none">• Working earnestly to master their craft to mitigate all shortcomings• Hawaii DVOPs are on pace to achieve the DOL standard of 90% of clients served will receive intensive services• 	<ul style="list-style-type: none">• Need to increase DVOP outreach to other counties: Hawaii, Kauai, and Maui.

Activities	Strengths	Weaknesses
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- | | | |
|---|--|--|
| <ul style="list-style-type: none"> • Conducts targeted outreach to promote intensive employment services for priority clients • Provides dynamic labor market information on occupational wage trends, growth projections, etc., resulting in sensible informed vocational decisions • Assists clients with targeted cover letter and resume development | | |
|---|--|--|

Capacity to Provide Services:

- The state has DVOP capacity to provide intensive services statewide, but need to increase DVOP outreach services in Hawaii, Maui, and Kauai counties.

Senior Community Service Employment Program (SCSEP):

Activities	Strengths	Weaknesses
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- | | | |
|--|--|---|
| <ul style="list-style-type: none"> • Provides economically disadvantaged older persons, fifty-five years or older, an opportunity for employment • Fosters useful part-time opportunities in community service activities • Seniors earn income while developing employable skills • Yearly physical examinations • General and specialized training • Opportunity for unsubsidized employment | <ul style="list-style-type: none"> • Individualized plan for employment • Meaningful activities outside the home environment, including the continuation of mental, physical and socialization activities • Referral to other supportive services • Workers' compensation coverage • Eligible for unemployment benefits • Earn social security credits | <ul style="list-style-type: none"> • Limited number of slots available for program participation • Participants lack education and experience to apply for high paying jobs |
|--|--|---|

Capacity to Provide Services:

- Limited number of slots for program participants based on funding from USDOL
- Limited staffing to do employer outreach for unsubsidized employment placement
- Work with local partners to maximize resources for older workers, SCSEP grantees have established agreements with other service providers such as AJCs, the private sector, educational organizations and adult literacy agencies

Temporary Assistance for Needy Families:

Activities

- Work Program for families that receive TANF benefits
- Case Management and counseling services
- Assessments and Develop Employment / Barrier Reduction Plan
- Job Placement Services (subsidized and unsubsidized)
- Job Search Assistance
- Job Readiness Training
- Work Experience
- Education assistance (ABE, VET, Post-Sec)
- Domestic Violence Advocacy and supportive services
- Counseling for temporarily disabled, and individuals recovering from substance abuse
- Extended services through POS contracts to provide services that meet TANF Purposes 1 and 2

Strengths

- Statewide work program with offices in various geographic locations on each island except Lanai
- Partnership w/ other state & county agencies to provide specific services
- Ability to Procure broad range of services that meet TANF Purposes 1 & 2
- Individualized case management services
- Support services available for participants, i.e. transportation assistance, work-related expenses, education-related expenses, child care subsidies, limited rent assistance
- Transitional supportive services for employed families who exited TANF due to earnings
- Assists families w/no TANF months remaining but are determined temporarily disabled, experiencing DV crisis or recovering from substance abuse

Weaknesses

- Unable to assist families w/out children
- Must be TANF recipient to participate in work program Must be TANF-eligible to receive procured services (TANF Purposes 1 & 2)
- Vocational educational activity is limited to 12 months in lifetime
- Other educational activities are non-core (i.e. ABE, JSK, EDRE)
- Limited job search, 120 or 180 hours in 12-mos period
- States are required to meet Work Participation Rates
- WDC granted a request to waive TANF co-location in the AJCs through June 30, 2021. TANF will continue negotiations with local areas.

Capacity to Provide Services:

- Flexible to design the work program to meet TANF families' needs
- Allows for the development of partnerships with other educational and workforce development agencies (public and private)
- Informed work program participants and case managers of available education and training opportunities and resources
- Able to service TANF recipient families statewide
- Limited to 60 TANF months in lifetime
- Incurred direct and indirect expenditures must be within TANF federal regulations (i.e. benefits and services meet the 4 (four) TANF purposes, TANF recipients, youth and TANF-eligible individuals and families)

Trade Adjustment Assistance (TAA) Programs:

Activities	Strengths	Weaknesses
<ul style="list-style-type: none"> • Reemployment and case management services • Training • Job search allowance • Relocation allowance • Additional unemployment insurance in the form of Trade Readjustment Allowances (TRA) • Health Coverage Tax Credit (HCTC) • A wage subsidy for re-employed workers aged 50 or older 	<ul style="list-style-type: none"> • Provides in-depth training and support for trade-affected workers for job training and/or job search • Offers older workers (50+ years old) a choice of training or income support if working part-time 	<ul style="list-style-type: none"> • Services available to limited population who are adversely affected by foreign trade as certified by USDOL • Petitioning process takes time, requires data about employer's business and reasons for layoffs

Capacity to Provide Services:

- Extensive support for TAA participants
- Allows requests for more funds, as needed for eligible participants

American Job Centers:

Hawaii's four American Job Centers (AJC) are dedicated to providing free services to job seekers and employers, including job search assistance, personal career planning services, training opportunities, HireNet Hawaii support and a library resource center.

Each AJC is a system of employment and training providers linked electronically and/or co-located at one site to provide better services to customers. The system enables partners to coordinate operations and services in a seamless, easy to access manner. Customers can select services best suited for them. They may do a self-help job search plan or ask staff for employment counseling, training information, or other resource help.

Job seekers can obtain a variety of job and training information and services by visiting an AJC. Employers have access to a wide pool of applicants. Job orders can be placed for local and/or national exposure. A wide scope of labor market information and data is easily available. Employers can contact an AJC directly or access information via the internet.

In addition, AJCs have Resource Rooms provided at no cost to job seekers to facilitate their job search. Customers may use laser printers, copiers, fax machines, and telephones. Labor market and occupational information and reports are also available.

Comprehensive AJCs will utilize a customer-centered approach in the design of service provision and in the design of the physical layout. Centers will be expected to utilize a functional team approach to serving jobseekers and employers. Staff at the Center will be cross-trained for the partner programs in the Center, will utilize a single sign-on system, and will refer participants to the appropriate programs in a seamless process. To maximize funding resources, staff will co-enrollment participants in programs, and will blend and braid funds from the eligible programs.

Ex-Offenders:

American Job Centers are available to respond to inquiries from ex-offenders with general information on training and services and referrals to other agencies such as Salvation Army, Partners in Care, the Windward Homeless Coalition, Institute for Human Services, and the Department of Public Safety Laumaka Program Information on the Work Opportunity Tax Credit and federal bonding are also provided as incentives to offer employers when ex-offenders conduct a job search.

A well-developed Going Home Consortium program in Hawaii County features strong collaborations among the State Judiciary, American Job Center, and service providers to facilitate formerly justice-involved individuals transition from incarceration to civilian life. The City and County of Honolulu's Youth program, operated on the same premises as the AJC, uses a holistic approach in working with justice-involved youth in coordination with Family Court, service providers, Department of Education, apprenticeship programs, and American Job Center services.

Unemployment Insurance Claimants:

All Unemployment Insurance (UI) claimants in Hawaii are required to register, enter essential background information, and post an on-line resume in HireNet Hawaii in order to receive UI benefits. These requirements assist claimants with their job search efforts and allow employers to search for potential employees.

All initial claimants for UI, except those who are referred to jobs by union halls or partially employed, are mandated to attend Reemployment Services and Eligibility Assessment (RESEA) workshops and individual sessions conducted by the WDD and UI staff to facilitate the claimant's transition to employment. Priority is given to those claimants who are most likely to exhaust UI benefits through a statistical analysis of factors associated with exhaustion. This program is a refinement of its predecessor program, Reemployment Eligibility Assessment, which also mandated UI claimants to attend similar workshops and individual sessions, but required a control group. Having a control group enabled the difference to be calculated among UI claimants who participated in the mandatory sessions versus those who did not. Results showed that the program reduced the duration of UI benefits by an average of one week, which amounted to a net reduction of about \$2 million in UI trust fund costs each year. Its success led to the RESEA program that did away with a control group and required almost all UI claimants to participate.

Labor Mapping and Educational Pathway Project

The University of Hawaii Community Colleges has developed a website using LMI data from the Economic Modeling Specialist International. This the same data source for the economic update reports provided to the WDC, county Workforce Development Boards and the WIOA Core Partners.

The website, "Hawaii Career Explorer" is located at the following URL: https://uhcc.hawaii.edu/career_explorer/. This site provides public online access to view in-demand industries and occupations and the requisite education and/or training pathways associated with educational programs throughout the State of Hawaii. It provides online interactivity and visualization of economic and workforce opportunities in Hawaii. The education portion of the site has a hierarchical structure that is based on educational and training requirements ranging from high school diploma through post graduate and professional degrees.

It should be noted that one area of program review and assessment for all of the CTE programs at the community colleges is their alignment to the economic needs of the state. A CTE program must meet this eligibility requirement in order to access federal Perkins funds.

Apprenticeship

Registered Apprenticeship is an employer-driven model that combines on-the-job learning with related classroom instruction that increases an apprentice's skill level and wages. It is a flexible training strategy that can be customized to meet the needs of every business. Apprenticeship is also an "earn and learn" model – apprentices receive a paycheck from day one, so they earn wages while they learn on the job. DLIR is the State Apprenticeship Agency for Hawaii that is recognized and authorized by USDOL Office of Apprenticeship to oversee and report on Registered Apprenticeship programs as well as approve transactions such as new apprentice registrations and completions for each individual. Currently, the vast majority of apprenticeship programs in Hawaii are in construction trades, but apprenticeship programs are also found in utility companies and hotels. Lists of Hawaii's construction apprenticeship programs (union and non-union) and non-construction apprenticeship programs are found at: <http://labor.hawaii.gov/wdd/home/job-seekers/apprenticeship/type-of-apprenticeships-available/>

Because apprenticeship is a proven strategy for building a highly-skilled workforce with low turnover, USDOL has been encouraging the expansion of apprenticeships to other occupations and industries such as healthcare and Information Technology (IT). The federal American Apprenticeship Initiative (AAI) grant administered by DLIR registered its first IT Apprenticeship program and IT apprentice in July 2016 and plans to increase the number of IT apprenticeship programs and apprentices by the end of the grant in 2020. A new two-year State Apprenticeship Accelerator grant will support apprenticeship staff capacity building, employer engagement, and more integration with WIOA and AJCs.

(b) ***State Strategic Vision and Goals.*** *The Unified or Combined State Plan must include the State's strategic vision and goals for developing its workforce and meeting employer needs in order to support economic growth and economic self-sufficiency. This must include—*

(1) ***Vision.*** *Describe the State's strategic vision for its workforce development system.*

Hawaii's Strategic Workforce Vision:

All employers have competitively-skilled employees, and all residents *seeking work or advancement* have sustainable employment and self-sufficiency.

(2) ***Goals.*** *Describe the goals for achieving this vision based on the analysis in (a) above of the State's economic conditions, workforce, and workforce development activities. This must include—*

(A) *Goals for preparing an educated and skilled workforce, including preparing youth and individuals with barriers to employment⁸ and other populations.⁹*

(B) Goals for meeting the skilled workforce needs of employers.

The Goals of the Workforce Development System in Hawaii:

1. To provide coordinated aligned services to clients through the American Job Centers.
2. To develop sector strategies and a career pathways system for in-demand industries.
3. To engage employers in the workforce development system.
4. Prioritize services to vulnerable population with barriers to employment as described under WIOA.
5. To increase access to employment services for clients in remote locations.

(3) Performance Goals. Using the table provided in Appendix 1, include the State's expected levels of performance relating to the performance accountability measures based on primary indicators of performance described in section 116(b)(2)(A) of WIOA. (This Strategic Planning element only applies to core programs.)

See appendix 1. Performance Goals

(4) Assessment. Describe how the State will assess the overall effectiveness of the workforce development system in the State in relation to the strategic vision and goals stated above in sections (b)(1), (2), and (3) and how it will use the results of this assessment and other feedback to make continuous or quality improvements.

WDC will assess the overall effectiveness of the workforce development system in relation to the strategic vision and goals outlined in this Plan through the following mechanisms:

- state and local level fiscal and programmatic monitoring;
- surveys of stakeholders;
- data validation; and
- analysis of data.

In general, WDC will implement the following strategies to assess the overall effectiveness of the workforce system:

1. Conduct annual on-site and desk monitoring of workforce service providers.
2. Review quarterly reports of workforce services providers to ensure fiscal and program performance benchmarks are being met.

3. Conduct periodic customer satisfaction surveys, including mystery shopper, and data validation.
4. Require corrective action plans from providers who fail to meet expenditure targets and performance goals.
5. Specifically, in relation to Hawaii's vision and goals, the following will be done:

Strategic Vision or Goal	How Overall Effectiveness will be Assessed	How Results will be Used to Make Continuous/Quality Improvements
<u>Vision:</u> All employers have competitively-skilled employees and all residents seeking work or advancement has sustainable employment and self-sufficiency.	<ol style="list-style-type: none"> a. Compile existing survey results from groups such as chambers of commerce, Hawaii Employers Council and unions on shortages of competitively-skilled workers and track improvements/decline over time. b. Use survey results from the Department of Labor and Industrial Relations Research and Statistics Office to measure employer satisfaction with job seekers and employee satisfaction with their jobs. 	<ol style="list-style-type: none"> i. Services offered by core and mandatory programs will be revised to correct deficiencies and produce better outcomes. ii. Academic coursework and paid as well as unpaid work experience opportunities will be modified to adapt to industry needs.
<u>Goal 1:</u> Provide coordinated, aligned services	<ol style="list-style-type: none"> a. Determine starting points and end goals for areas slated for alignment e.g. MIS systems, co-location of core and mandatory partners, etc. b. Assess progress on a quarterly basis and take corrective action as needed. 	<ol style="list-style-type: none"> i. Consult end users to determine whether revised processes or systems are working. ii. Make adjustments to improve.
<u>Goal 2:</u> Develop sector strategies and a career pathways system that integrates education and training, and moves skilled job seekers into growth industries	<ol style="list-style-type: none"> a. Catalogue existing sector strategies and career pathways and compile data on the movement of job seekers into jobs (indicate whether jobs are related to education/training and if they are in growth industries) b. Consult local area sector partnerships on the status of their sector partnership initiatives. 	<ol style="list-style-type: none"> i. Work closely with employers and education partners to expand and/or modify strategies and pathways for high demand occupations and industries. ii. Coordinate efforts with the sector partnerships.
<u>Goal 3:</u> Engage employers in the workforce development system to address the talent shortage.	<ol style="list-style-type: none"> a. Begin by addressing State/Local board and sector partnership recommendations for resolving the talent shortage. Evaluate outcomes. 	<ol style="list-style-type: none"> i. Refine methodology. ii. Expand network of employers/ community partners when practical.
<u>Goal 4:</u> Prioritize services to vulnerable population with barriers to	<ol style="list-style-type: none"> a. Determine baseline participant counts and their educational and employment outcomes. 	<ol style="list-style-type: none"> i. Use data acquired to evaluate outcomes relative to the number

Strategic Vision or Goal	How Overall Effectiveness will be Assessed	How Results will be Used to Make Continuous/Quality Improvements
employment as described under WIOA.	b. At least annually compute the difference between the baseline and actual counts of participants served and their educational and employment outcomes. c. Survey case managers/ counselors, and participants to gauge levels of customer satisfaction.	served and the complexity of barriers they face. ii. Engage community partners and Local/State board members in finding solutions to problems.
Goal 5: Increase Access to employment services for clients in remote areas	a. Assess each local areas reach by evaluating the zip codes/home locations	i. focus outreach efforts where necessary

In addition, each core partner will employ their own strategies to ensure effectiveness of services:

1. WDD will conduct on-site monitoring of branch sites.
2. DVR will conduct random case reviews annually.
3. Adult Education will conduct on-site and desk review monitoring.
4. AJC providers will conduct an annual internal self-assessment.
5. LWDBs will assess their service providers and one-stop system; conduct on-site and desk review monitoring.
6. WDC will conduct on-site and desk monitoring of the LWDBs.

An emphasis will be on how well each core partner and the overall workforce system are performing relative to WIOA's common performance goals:

- Sustaining Employment in 2nd and 4th Quarters After Exit
 - Skills Gains and Credential Attainment (which relates to postsecondary access and completion)
 - Effectiveness in Serving Employers
- Core partners have chosen to use: retention with the same employer in the 2nd and 4th quarters after exit rate; and the repeat business rate as the statewide effectiveness in serving employers performance measures.

- (a) **State Strategy.** The Unified or Combined State Plan must include the State's strategies to achieve its strategic vision and goals. These strategies must take into account the State's economic, workforce, and workforce development, education and training activities and analysis provided in Section (a) above. Include discussion of specific strategies to address the needs of populations provided in Section (a).
- (1) Describe the strategies the State will implement, including industry or sector partnerships related to in-demand industry sectors and occupations and career

pathways, as required by WIOA section 101(d)(3)(B), (D). “Career pathway” is defined at WIOA section 3(7) and includes registered apprenticeship. “In-demand industry sector or occupation” is defined at WIOA section 3(23).

Hawaii’s WIOA core programs and mandatory partners, as well as other key service providers and stakeholders developed the following strategies to help Hawaii’s workforce development system achieve its identified vision and goals.

Vision: All employers have competitively-skilled employees, and all residents *seeking work or advancement* have sustainable employment and self-sufficiency.

Goal 1. To provide coordinated aligned services to clients through the American Job Centers.

- WDC will review and oversee development and continuous improvement of a seamless, coordinated service delivery system that is described in the Unified State Plan and outlined in local plans and Memoranda of Agreement (MOA) that describe in detail alignment of services, policies and procedures.
- Core partners and other key service providers have agreed to utilize Hawaii’s Online Workforce Referral system to coordinate services, avoid duplication of services, reduce paperwork, and streamline administrative operations.
- AJCs will implement functional teams and will cross train staff on the programs that are available at the AJC and will use co-enrollment; and blending and braiding of program funds to provide seamless services to their participants.
- WDC will meet with core partners and other key service providers semi-annually to discuss successes, challenges and solutions to achieving coordinated, aligned services.

Goal 2. To develop sector strategies and a career pathways system that for in-demand industries.

- Use economic data, industry clusters and industry resources to determine growth industries and the skill needs of industries and employers.
- Establish and maintain sector partnership initiatives that facilitate ongoing dialogue between government, employers and other key stakeholders to increase understanding of growth industry needs, foster learning between related businesses and coordinate use of information and resources to formulate and implement effective workforce solutions that meet the skill, recruitment, and retention needs of employers and the training, employment, and career advancement needs of workers.
- Align policies and funding streams across education, workforce, and economic development systems and other levels of government to focus public resources on the training that moves workers into industries with high-quality jobs that lead to better financial outcomes and longer job tenures for workers.
- Coordinate a “common” work assessment process between core partners.
- Continue working with adult education programs as a transition into a career pathway leading to a work-readiness diploma. Work closely with UHCC system to create possible dual enrollment and pre-apprenticeship classes for adult learners.

Goal 3. To engage employers in the workforce development system.

- Improve employer use of the state's job board by promoting the benefits of using it; overcoming employer reluctance by providing training; and by making system improvements so that the site is more user friendly.
- Expand employer involvement with program design, implementation, and/or building worksite skills to improve access to jobs and heighten credibility with other employers, potential partners and program participants.
- Focus on short-and long-term goals aligned with industry needs, created with industry input and sustained through industry oversight and participation.
- Establish cross-agency teams that include representation from the UH Community Colleges' Career and Technical Education (CTE) programs and services. (A team approach is not as easy as it sounds. By nature, it's competitive with a sense of ownership to the established employer account. The message from core partner management staff needs to be clear, "one is a placement for all." Meaning that if Workforce Development (WDD) is able to place a job seeker with a company; that can open the doors for all core and mandatory partners to do so in the future.)
- Establish functioning business services teams at each AJC to outreach, educate, and provide tangible services which directly benefit employers.
- Create videos and educational materials to distribute to employers.

Goal 4. To prioritize services to vulnerable populations with barriers to employment as described under WIOA.

- Each core partner will develop and implement policies and procedures that will ensure that vulnerable populations with barriers to employment that are described in the Unified State Plan receive priority for services.
- WDC and core partners will engage employers to improve the labor market and skills outcomes for vulnerable populations, as well as increase access to employment opportunities for those populations.
- WDC and the Core and Mandatory Partners will work to integrate lessons learned from the strategic plans of the University of Hawaii and its Community Colleges which has a key goal of increasing the graduation rate of Native Hawaiians and assisting with achievement of greater economic self-sufficiency.
- Promote skills development through strategic leadership and long-term direction to fortify investments in training, enhance job readiness, industry specific and soft skills acquisition and institutionalize alternate learning methods in ways that help vulnerable populations.
- For individuals with special needs that preclude full-time employment, encourage flexible work, e.g. job-sharing or part-time.
- The core partners and other key service providers will establish a MOA that outlines each agency's roles and responsibilities in providing effective, high-quality, intensive, wrap-around services to vulnerable populations.
- WDC will coordinate resources among core partners and other key service providers to provide adequate professional development to workforce staff so that the highest-quality and most effective, evidence-based services are provided to vulnerable populations in order that they achieve success.

Goal 5. To increase access to employment services for clients in remote locations.

- One of the foundational elements of the state's Perkins V plan is equity and access. Recognizing that there are remote areas and smaller schools that are unable to provide the same CTE programs and services as the more urbanized areas of the state, the Perkins Steering Committee discussed and addressed those two issues at each decision-making point of the plan - assuring alignment with the state's WIOA plan. A TBD amount of each agency's award will be used for consortia activities/initiatives/strategies that are to include middle, high, postsecondary schools, and AJCs where appropriate.
- Local WDBs will develop strategic outreach plans to address increasing services and overcoming geographic barriers to people living in remote locations or counties that include two or more islands.

HAWAII CAREER PATHWAY SYSTEM

The Hawaii Career Pathway System increases access to and opportunities for employment, education, training, and support services, particularly for individuals with the greatest barriers to employment.

These individuals include displaced homemakers; low-income individuals; Native Hawaiians; individuals with disabilities, including youth who are disabled; adults; ex-offenders; homeless individuals, or homeless children and youth; youth who are in or have aged out of foster care; English language learners, individuals who have low levels of literacy, individuals facing substantial cultural barriers; Temporary Assistance for Needy Families program (TANF); single parents; veterans, and long-term unemployed individuals.

Hawaii's Career Pathway System is designed to promote stronger alignment of workforce and education programs in order to improve the delivery of employment services, and education and training. It meets the WIOA definition of a Career Pathway system.

Hawaii collaborated with workforce, secondary and postsecondary education, adult education, business, industry, and other core partner stakeholders to establish a career pathway system that makes it easier for students, adult learners, job seekers, etc. to attain the skills and credentials needed for jobs. The workforce, human service, and educational systems are being brought into alignment through cross-agency planning, shared common performance measures that inform data-driven decision-making and develop strategies for sector partnerships, and career pathway systems and programs at the local level.

This System is a unifying framework across the state's Workforce Development Council and its implementation of the Workforce Innovation and Opportunity Act (WIOA) and CTE provided through Perkins V as a part of that System. The Career Pathway System's approach connects progressive levels of education, training, support services, and credentials for specific occupations in a way that streamlines the progress and success of individuals with varying levels of abilities and needs.

This approach helps individuals earn marketable credentials, engage in further education and employment, and actively engages employers to help meet their workforce needs and strengthen our state's economies. This model benefits a wide variety of participants including high school, postsecondary, and adult learners – both traditional and non-traditional. Career and technical education (CTE) programs of study, including those that lead to industry recognized credentials, are a critical component of career pathway systems, along with pathways serving lower-skilled adults, high school students, disconnected or “opportunity” youth, veterans, incumbent workers, individuals with a disability, public assistance recipients, new immigrants, English language learners, and other targeted populations.

Career pathways are designed to bring greater efficiency and transparency to the routes from adult education programs, non-credit training, or other starting points to credentials recognized by industry and postsecondary educational institutions. Built around integrated academic and technical education pathways, career pathways enable individuals to progress through a modular system of postsecondary credentials that build upon each other, leading to further credentials and improved employment prospects.

The Hawaii Career Pathway System operationalizes through five interacting, interdependent strategies:

- Build cross-state agency partnerships, including community-based organizations
- Identify industry sectors and engage employers
- Design education and training programs, including career and technical education (CTE) at the secondary and postsecondary levels
- Identify funding needs and sources to ensure resources are available to meet state and local workforce development needs
- Align policies and programs to enable continual improvement and innovation of workforce development activities and the scaling and sustainability of those improvements and innovations.

The HI-OSDCTE, together with the Hawaii Department of Education (HIDOE) and University of Hawaii Community College System (UHCCS) and other Hawaii Career Pathway System partners, will continue further development and implementation of all of these strategies in the CTE system to strengthen the quality of the of the state's CTE system and the larger Hawaii Career Pathway System.

Hawaii Strategic Partners

Cross-agency collaboration and partnership building was -and is - a critical component in the development and refinement of Hawaii's Career Pathways System. It provides for further training and education and provides job seekers an opportunity to earn an industry-valued credential. This places a greater emphasis on work-based learning, including apprenticeships, on-the- job training and customized training for incumbent workers.

In the current system, both the HIDOE and UHCCs have created and utilized Program Advisory Councils composed of employers and program faculty and staff. These groups have played a significant role in the development of skill standards and assessments that have become the

foundation for all the planning, development, implementation, and evaluation of CTE programs.

Additionally, Hawaii has developed a model for creating and conducting Sector Strategy Committees based on the data in the WIOA Unified State Plan. A sector strategy is a partnership of multiple employers within a critical industry that brings together education, economic development, workforce systems, and community representation to identify and collaboratively meet the workforce needs of that industry within a particular labor market.

The University of Hawaii and the Chamber of Commerce Hawaii are leading the coordination of the membership and the convening of the Sector Committees. Sector partnerships align education and training programs with industry needs to produce readily employable workers.

The Sector Committees provide employer and industry perspective. The objectives of the committees—related to Career Pathways—are to:

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

The Career Pathway System is integrated with the Sector Strategy approach. Each Sector Committee has a support group made up of a cross-agency team, including representatives from education's nine career pathways, who will design and implement the strategies recommended by the Sector committee members.

Existing partners include:

- State Department of Labor and Industrial Relations Workforce Development Division
For more information: <http://labor.hawaii.gov/wdd/>
- State Department of Human Services (Division of Vocational Rehabilitation)
For more information: <http://humanservices.hawaii.gov/>
- Hawaii Department of Education
www.mcsahawaii.org (McKinley Community School for Adults)
www.wcsahawaii.org (Waipahu Community School for Adults)
<http://www.hawaiipublicschools.org>
- State Department of Business, Economic Development and Tourism

- For more information: <http://dbedt.hawaii.gov/>
- University of Hawaii Community Colleges: <http://uhcc.hawaii.edu>,
- UHCC's Workforce Development
 - For more information: http://uhcc.hawaii.edu/OVPCC/workforce_academic/
- Chamber of Commerce Hawaii
 - For more information: <http://www.cochawaii.org/>
- Society for Human Resource Management Hawaii Chapter
 - For more information: <http://www.shrmhawaii.org/>
- Enterprise Honolulu (Oahu Economic Development Board)
 - For more information: <http://www.enterprisehonolulu.com/>
- Maui Economic Development Board
 - For more information: <http://www.medb.org/>
- Kauai Economic Development Board
 - For more information: <http://www.kedb.com/>
- Hawaii Island Economic Development Board
 - For more information: <http://www.hiedb.org/>
- Hawaii's P-20 Partnerships for Education: <http://www.p20hawaii.org>
- AJCs <http://www.honolulu.gov/dcs/workforce.html> and <http://labor.hawaii.gov/wdd/onestop>
- Career and Technical Education Coordinating Program
 - http://www.hawaii.edu/offices/bor/sbcte/materials/201505210900/Item_2_Governor_s_Report.pdfhttp://www.hawaii.edu/offices/bor/sbcte/materials/201505210900/Item_3_Review_of_DOE_UHCC_and_DPS_2015_Perkins_Basic_Grant_Annual_Plans.pdf
- Hawaii Alliance for Community Based Economic Development
 - For more information: <http://www.hacbed.org/home>
- Kamehameha Schools (CTE Scholarship Program)
 - For more information: http://www.ksbe.edu/imua/digital_archived_article/kamehameha-schools-announces-career-and-technical-education-scholarship/

Alignment of Economic Data to Pathway Development

The University of Hawaii Community Colleges has developed a website using LMI data from the Economic Modeling Specialist International. This the same data source for the economic update reports provided to the WDC, county Workforce Development Boards and the WIOA Core Partners.

The website, "Hawaii Career Explorer" is located at the following URL:

https://uhcc.hawaii.edu/career_explorer/. This site provides public online access to view in-demand industries and occupations and the requisite education and/or training pathways associated with educational programs throughout the State of Hawaii. This award-winning site provides online interactivity and visualization of economic and workforce opportunities in Hawaii. The education portion of the site has a hierarchical structure that is based on educational and training requirements ranging from high school diploma through post graduate and professional degrees.

It should be noted that one area of program review and assessment for all of the CTE programs at the community colleges is their alignment to the economic needs of the state. A CTE program must meet this eligibility requirement in order to access federal Perkins funds.

Evaluation and Accountability:

All Core and partner programs have some form of evaluation and accountability already in place based on the requirements of their funders.

A key feature of the evaluation process in the revised system is measuring the impact that completing the Pathway has on the customers. This requires tracking and data sets very different from simply counting those who receive a diploma, certificate, credential, or degree and those who are placed in employment. The Core Partners are developing the capacity to collect, report, and analyze that kind of data.

- (2) Describe the strategies the State will use to align the core programs, any Combined State Plan partner programs included in this Plan, required and optional one-stop partner programs, and any other resources available to the State to achieve fully integrated customer services consistent with the strategic vision and goals described above. Also describe strategies to strengthen workforce development activities in regard to weaknesses identified in section II(a)(2).*

The WDC conducted planning sessions to prepare core and mandatory partners for the unified state plan. From October to December 2019, statewide facilitated listening and collaboration sessions were conducted with local Workforce Development Boards' members and staff, core and mandatory partners, stakeholders and interested community members to: 1) align WIOA core programs and mandatory partners (CP&MP); 2) identify resources needed to achieve fully integrated consistent with strategic vision and goals; and 3) strengthen the weaknesses identified in workforce development activities. Notes from the sessions were shared with each county's local area to assist with the LWDB local plans.

An on-line survey to collect input from partners and stakeholders was distributed to capture comments, suggestions and recommendations to enhance the state plan.

WDC plans to contract with a consultant to conduct an evaluation of organizations statewide and out-of-state with offices in Hawaii who would qualify to provide Title I services as service providers, then work with them to connect with state and local boards. With this project, the Committee hopes to address the issue of no responses to RFPs due to lack of providers; lack of interest due to requirements and/or low payouts; and eliminate circumstances such as a service provider becoming a monopoly. The consultant, contracted over a number of years, would help to identify challenging areas, then screen and be a part of the selection process.

The WDC Performance Measures and Accountability Committee will consider establishing policies that WDBs not meeting performance measures for 2 years would make the service provider ineligible to continue or require an RFP to be issued; or have consequences for not meeting agreed upon performance goals.

Sector strategies are policy initiatives designed to promote the economic growth and development of a state's competitive industries using strategic workforce investments to boost labor productivity. 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 and collaborate with the LWDBs to identify new sector partnerships.

The WDC through the guidance of the Employer Engagement Committee contracted two consultants to provide recommendations for employer engagement in the State's workforce system. The first consultant has drafted a Statewide Business Services Framework Plan that will coordinate the business services of the partner programs in the workforce system. The plan will aid in widening the reach of the employer engagement system, develop the expertise and services of the business engagement team members, and ensure that the needs of employers are met.

The second consultant conducted qualitative and quantitative assessments of the AJC Hawaii brand among employers. Interviews were conducted with employers to discover employers' awareness, perception, and usage of the AJCs. The assessments were followed by recommendations to improve services and increase awareness of available services, increase brand awareness, maintain brand

awareness, rollout of the new plan, and development of an outreach plan.

The purpose of the Statewide Business Services Framework Plan and employer outreach and rebranding of workforce plans is to increase employer participation rates, including repeat customers and to increase the retention rates of employees placed into employment by the AJCs. This rate would help raise the confidence of employers in the workforce system and lead to increased employer engagement.

To specifically address the WIOA targeted barrier groups, the WDC has established sub-groups within the Employer Engagement Committee and Sector Strategies and Career Pathways Committee that will coordinate with the AJCs and the business community on improving and increasing services to veterans, individuals with disabilities, out-of-school and at-risk youth, ex-offenders, low income, homeless, foster care youth, low level of literacy, and migrant and seasonal farmworkers.

Accessing employment services to people residing in remote locations and rural areas of the State has been a continuing challenge for every county. Strategies under consideration include:

- Dedicated outreach to remote and local areas at least twice a month by AJC staff.
- Securing vehicles with appropriate technology to enroll clients wishing services.
- Increase schedule of job fairs.
- The WDC initiated a Statewide Executive Directors group for WDB administrators to meet on a quarterly basis to share working practices, discuss challenges and methods to overcome areas of concern, and presentations from core partners, stakeholders and community. This group will work on improving employment services to people in isolated locations.

III. OPERATIONAL PLANNING ELEMENTS

The Unified or Combined State Plan must include an Operational Planning Elements section that supports the State's strategy and the system-wide vision described in Section II(c) above. Unless otherwise noted, all Operational Planning Elements apply to Combined State Plan partner programs included in the plan as well as to core programs. This section must include—

(a) **State Strategy Implementation.** *The Unified or Combined State Plan must include—*

(1) **State Board Functions.** *Describe how the State board will implement its functions under section 101(d) of WIOA (i.e., provide a description of Board operational structures and decision making processes to ensure such functions are carried out).*

1. State Board Functions

Describe how the State board will implement its functions under section 101(d) of WIOA (i.e. provide a description of Board operational structures and decision-making processes to ensure such functions are carried out).

The Workforce Development Council (WDC) is composed of representatives from:

- Cabinet level directors from the State agencies of labor, human services, economic development, education and the president of the University of Hawaii
- Private sector representatives, including representatives from the four LWDBs
- Community-based native Hawaiian organization
- Labor unions and workforce
- State House and Senate
- County Mayors
- Governor

The WDC is the aligning entity of Hawaii's workforce development infrastructure. The majority of state and county agencies that directly control the state and federally funded workforce programs are all members of the WDC. Additionally, the WDC has the state mandated statutory responsibility to continuously identify workforce barriers and develop solutions to targeted industry workforce challenges.

The WDC is the state board administratively attached to the Department of Labor and Industrial Relations (DLIR). As the Governor's designated WIOA Administrative Entity and Fiscal Agent, the WDC implements this program in Hawaii as the grant recipient with responsibility for managing the governance structure, grant oversight and reporting. Through its appointed Executive Director and staff, the WDC ensures optimum coordination and use of federal, state and workforce development resources by making informed, data-based policy decisions reflected in development and execution of a Unified State Plan, issuance of policy and procedural guidance, reinforced by fiscal and programmatic monitoring.

Upon receipt of the federal allotment, WDC allocates funds by federal formula to the four (4) Local Areas (Counties) within the state. County agencies, designated by the Chief Local Elected Official (CLEO) or Mayor, as local WIOA administrative entities/fiscal agents receive and distribute these funds in accordance with federal and state directives and the policy framework established by Local Workforce Development Boards (LWDBs). Adult and Dislocated Worker Program service providers are either selected through government to government contracts or competitively procured. The LWDBs can operate the youth programs directly or competitively procure them. The LWDBs must competitively procure the One-Stop Operator to manage the American Job Centers.

In 2016, a bill to amend HRS Chapter 202 was submitted as part of the Governor's 2016 administrative package to bring Hawaii's WDC into compliance with WIOA. The bill passed the Legislature and was signed into law by the Governor. The new board structure increased the board composition from thirty-one (31) to forty-one (41) members, with the majority (50%+) from the private business sector.

The Workforce Development Council Organizational Chart can be found at this link: <http://labor.hawaii.gov/wdc/files/2016/03/WDC-Org-Chart.png>

WDC meets quarterly and at such other times as deemed necessary as the chairperson determines or as provided by the rules of the board. The Governor and the members of the cabinet may designate in writing another person to attend meetings and vote on their behalf. The Chair of the Council is appointed by the Governor in accordance with HRS Chapter 202

and is selected from private sector members. The Chair serves as the spokesperson for the Council.

The Vice Chair is elected by the members of the Council. The Chair and Vice Chair, along with the Chairs of the Council Committees constitute the Executive Committee. All Council Committees operate under Hawaii's Sunshine Laws and meet as necessary.

The Council established committees comprised of a Chair who is a member of WDC, a Vice Chair who is also a member of the WDC and other volunteer members who are members of WDC or LWDBs and other interested stakeholders who are from the private sector, non-profit community, or other community-based organizations. Committee members are not required to be members of WDC or LWDBs.

The committees were established to align with the functions of WIOA and to fulfill the Council's responsibilities for oversight, governance, implementation of the State's workforce development strategy, and achievement of goals.

The Council committees are:

- Data Management and Technology
- Employer Engagement
- Finance
- Performance Measures and Accountability
- Sector Strategies and Career Pathways
- Youth Services
- Military and Veteran's Affair
- Executive Committee

Committees initiate projects, conduct research and evaluation and make recommendations on their subject matters to the Executive Committee. The Executive Committee considers those recommendations, then makes its recommendations to the full Council for discussion and decision-making.

(2) Implementation of State Strategy. Describe how the lead State agency with responsibility for the administration of each core program or a Combined State Plan partner program included in this plan will implement the State's Strategies identified in II(c) above. This must include a description of—

(A) Core Program Activities to Implement the State's Strategy. Describe the activities the entities carrying out the respective core programs will fund to implement the State's strategies. Also, describe how such activities will be aligned across the core programs and Combined State Plan partner programs included in this plan and among the entities administering the programs, including using co-enrollment and other strategies, as appropriate.

A. Core Program Activities to Implement the State's Strategy

Integration of resources is accomplished through the regular sharing of information among the network of Core Partners and other providers. At the local level, State staff sponsored meetings with local area Core Partners, Community Colleges, and TANF front-line staff to discuss their resources, target groups, and services. Local areas intended to continue the discussions and build upon the relationships initiated.

At the LWDBs and their AJCs, the AJC certification policy requires that core and mandatory partners regularly provide cross-training on partner programs, implement cross-functional teams, are familiar with eligibility requirements for all programs, establish co-enrollment practices, and establish procedures for referrals.

WDC policy also requires that Local Plans align with the Unified State Plan.

In 2019, the State Legislature funded six adult education transition coordinator positions. These *transition coordinator positions* are responsible for planning, organizing, monitoring, and supporting the HDOE's adult education transition programs, thus playing an integral role in supporting WIOA initiatives.

These are multifaceted jobs that require the coordinators to serve as a school liaison, compliance specialist, project coordinator, counselor, and advocate for students. Other responsibilities include maintaining student Education, Career and Life Plan records, and articulation with Community Colleges on Career Pathways. The coordinators provide opportunities and individualized support for students to gain employability skills, enter employment, and post-secondary training.

These coordinators also engage in outreach activities and develop and foster community relations and partnerships through scheduling, conducting, and attending meetings with American Job Centers, the University of Hawaii Community Colleges, the State of Hawaii Department of Labor and Industrial Relations, and other WIOA partner representatives.

(B) Alignment with Activities outside the Plan. Describe how the activities identified in (A) will be aligned with programs and activities provided by required one-stop partners and other optional one-stop partners and activities provided under employment, training (including Registered Apprenticeships), education (including career and technical education), human services and other programs not covered by the plan, as appropriate, assuring coordination of, and avoiding duplication among these activities.

The WDD serves on behalf of the DLIR as the State Apprenticeship Agency that is recognized by USDOL, Office of Apprenticeship. WDD reviews proposals for new apprenticeship programs and proposed modifications of existing apprenticeship programs, reports on all apprenticeship programs, and monitors apprenticeship programs for compliance. It also

supports the State Apprenticeship Council, an advisory body to the DLIR Director on apprenticeship.

On an on-going basis, recruitment notices of apprenticeship sponsors are posted on HireNet Hawaii for staff and job seekers to review. These notices are also forwarded by WDD Administration to the AJCs where recruitment will take place, and to Adult Education and VR State Offices. The minimum qualifications of the apprenticeship programs are posted on the WDD site with contact information for each apprenticeship program. After years of recession, construction has finally gained ground and more apprentices are being recruited to keep up with growing demand and to replace a significant number of journey workers who will be retiring within the next ten years. Those interested in apprenticeships are advised by the AJCs to learn more, apply for openings, and prepare through training, if necessary. Many applicants fail to meet minimum levels of math required for the job and benefit from remedial education offered by WIOA under Title II and/or Adult Education.

As required by WIOA, registered apprenticeship program sponsors are informed of their automatic qualification to the Eligible Training Provider List and a list of apprenticeship programs are posted on the WDC website.

DVR can assist a VR eligible individual with only those activities that are included in their Individualized Plan for Employment (IPE). All activities that are required for a VR eligible individual to prepare, obtain, maintain/regain employment (of their informed choice) will be listed on their IPE. If an activity that is required, is identified after the IPE is completed, then the VR eligible individual and the VR counselor, in agreement, can amend the IPE to include the activity and make any other changes as determined to be necessary to obtain employment. DVR and the Core partners are working on MOA's which details the responsibilities of each partner which will help in the management and avoid duplication among these activities. In so far as duplication of activities by other optional AJC partners, VR would have minimal involvement as those services would not be listed on the IPE since those services would not be necessary for the VR eligible individual to obtain employment.

Funding Stream Mapping

The WDC and the HI-Office of the State Director for CTE (HI-OSDCTE) at the University of Hawaii identified all of the public sources of state and federal program funds for workforce development in Hawaii. These two agencies created a funding map summarizing the \$101 million in federal and state monies spent on workforce development in 2018; available at <https://labor.hawaii.gov/wdc/files/2019/05/Funding-Map-Poster-FINAL-website.pdf>.

Identifying the funded agencies and organizations, amounts expended, and the purposes of the spending across these agencies and organizations is the first step in creating joint planning, alignment, coordination, and leveraging of funds in the State of Hawaii.

The HI-OSDCTE will work with the WIOA core and Mandatory partners, with HIDOE,

and the UHCCS to explore joint planning, alignment, coordination, and leveraging of state and federal education and workforce development funds to improve the access and educational and workforce outcomes of students participating in workforce education and training programs. Additionally, the HI-OSDCTE will work with the WDC's Sector Strategies & Career Pathways Committee and other committees to explore joint planning, alignment, coordination, and leveraging of Perkins and other state and federal education and workforce development funds to better serve the state's students, particularly those special populations identified in WIOA and in Perkins V. Finally, HI-OSDCTE will work in coordination with other agencies to explore formal changes to laws, rules, and regulations that would better enable the eligible recipients to achieve systemic, systematic, and equitable system improvements to the delivery of education and support services to clients.

Career and Technical Education Programs

The education components of Hawaii's Career Pathway System are delivered by the Hawaii Department of Education (HIDOE) and the University of Hawaii Community Colleges System (UHCCS).

More than 60 programs are offered in HIDOE schools (<https://tinyurl.com/HIDOECTEprograms>) and across the seven UHCCS campuses (<https://tinyurl.com/UHCCSprograms>). The state is working with Adult Education administration to make CTE programs more accessible to their students.

Hawaii's CTE programs and programs of study (POS) provide high-skills, career-focused curriculum accessible to all students, support Hawaii's economic development plans, address the mission and strategic plans of the Hawaii State Board of Education and the University of Hawaii's Board of Regents, and meets WIOA requirements.

Broadly, Hawaii's Career Pathway System CTE programs and POS:

- Incorporate secondary education and postsecondary education elements;
- Include coherent and rigorous content, aligned with challenging academic standards, and relevant career and technical content in a coordinated, non-duplicative progression of courses that align secondary education with postsecondary education to adequately prepare students to succeed in postsecondary education;
- Include the opportunity for secondary education students to participate in dual or concurrent enrollment programs or other ways to acquire postsecondary credits; and
- Lead to an industry-recognized credential or certificate at the postsecondary level, or an associate or baccalaureate degree.

The HI-OSDCTE has worked as a partner in the Hawaii Career Pathway System, specifically the Sector Strategies & Career Pathways Committee of the WDC, to

examine the appropriateness of career pathways in the state. The State of Hawaii faces dynamic economic and environmental conditions that are acutely felt as a collection of isolated islands in the Pacific Ocean. The need for greater self-sufficiency (e.g., energy and food), environmental resiliency and robustness given the growing effects of climate change, local job creation and sustainability to create a vibrant and sustainable economic ecosystem that deters the state's brain drain, and the continued need for high-quality educators whose shortages are most felt by marginalized communities thereby exacerbating educational and economic disparities are but a few of the conditions facing the state. Given these conditions as an island-state, there may be opportunity to explore development of a Hawaii-specific career pathway based on the unique context and these dynamic conditions rather than on similar occupational clusters. This might involve realignment of some current programs into this new career pathways, revision of the program and course standards to be more purposefully aligned to the Hawaii context and conditions, and/or creation of new programs or integration of content across programs (e.g., entrepreneurship).

Additional Secondary and Postsecondary Initiatives

High school **career academies** can better organize the high school experience while making the learning more relevant for students. Currently, fifteen of the state's forty-two (42) public DOE high schools have career academies, many of which are working alongside the National Career Academy Coalition to improve program quality on the road towards national certification.

Each year since 2017, career technical education teachers were provided **paid externships** in industry through a new partnership between the Hawaii Foundation for Education (the non-profit arm of the Hawaii State Teachers Association) and the State Office of Career Technical Education.

Work-based learning is becoming increasingly important. Three regions across the state: Kauai and Maui counties as well as Pearl City to Waipahu on Oahu have received funding and stepped up their use of intermediary organizations to coordinate between high schools and industry partners as a way of dramatically expanding work-based learning opportunities for students. The OSDCTE has funded a full-time permanent position within its staff to lead the development of a state-wide plan for making work-based learning opportunities accessible to all, including the clients of the state's AJCs.

The UH is working closely with the Economic Development Alliance of Hawaii on the requisite Labor Market Information (LMI) for the CEDS process and report. This ensures a unified understanding of economic and workforce priorities between Hawaii's economic development board and our public higher education system. To accomplish this, the UH is deploying both projected and real-time job needs of economic clusters that are comprised of industry sectors.

As a mandatory partner with WIOA, the UH has also been engaged with labor market

analysis with all core partners. The joint activities between the CEDS and WIOA are critical to UH and its role in providing Hawaii's skilled labor force. In an effort to achieve workforce supply and demand equilibrium, UH is currently working on a systematic methodology for identifying immediate and projected workforce needs using both forecast/project analysis and real-time data analytics.

DEPARTMENT OF HUMAN SERVICES (TANF)

The Department of Human Services (DHS) has implemented the Ohana Nui (extended family) initiative that focuses the Department's service delivery to a multigenerational approach to reduce the time a child and family spends in poverty, and to prevent intergenerational reliance on government assistance. The Department's goal is to address the five social determinants to a family's stability and well-being—housing, food and nutrition, health and wellness, economic self-sufficiency and education, and social capital. Ohana Nui is based on the national anti-poverty initiative called 2Gen (two-generation) that provides support for both children and their parents together (and in Hawaii's case, multi-generation). The 2Gen approach helps children and families get the education and workforce training, social supports, and healthcare they need to create a legacy of economic stability and overall well-being to pass from generation to generation.

The Department has developed its Information Technology Enterprise System that is the foundation of Ohana Nui. The premise of the Enterprise System is to make the Department's programs and services more accessible for families when they initially seek support. Parallel to the American Job Centers that provide job seekers an array of career and employment-related services in a centralized location, the DHS Enterprise System provides one entry-point for families to access information and to apply for benefits and services the family may need such as Medicaid, Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF) Program, and Child Care Subsidy Program.

The Department developed a pilot 'DHS Navigators' who will assist an individual or family to identify their immediate needs; to navigate and refer the individual or family to the appropriate DHS programs and offices; and assist with the completion of the application form. The Department plans to extend the access to its programs by stationing 'DHS Navigators' in the American Job Centers to service customers that may require assistance with their basic needs.

However, the pilot program is not fully implemented. The State Board has granted the department's request to waive co-location of TANF services at the AJCs until June 30, 2021.

- (C) Coordination, Alignment and Provision of Services to Individuals. Describe how the entities carrying out the respective core programs, Combined State Plan partner programs included in this plan, and required and optional one-stop partner programs will coordinate activities and resources to provide comprehensive, high-quality, customer-centered services, including supportive services (e.g. transportation), to individuals, including those populations identified in section II(a)(1)(B), and individuals in remote areas The activities described shall conform to the statutory requirements of each program.*

The Hawaii Online Workforce Referral System is in the final stages of development to streamline the application process for individuals who seek employment services and integrate the participant management systems of WIOA Titles I, II, III, and IV. This project is made possible through the Reemployment Data Systems Integration Grant sponsored by the U.S. Department of Labor. This online client enrollment system works to improve both client services and reporting with respect to data analysis and client activity.

The System will provide individuals a quick way to submit minimal information by answering questions that are then sent to the appropriate WIOA partner for follow up. The development of the System is in its final stages. Project designers are completing the final design for the homepage; and the refinement of the algorithm for referrals are being thoroughly tested to ensure accuracy. The planned completion date for the project is the end of December 2019. After completion, the Hawaii Online Workforce Referral System will go through beta testing with the County of Maui so the project team can receive feedback and resolve any issues discovered in the process. Once beta testing is completed, the Hawaii Online Workforce Referral System will go live statewide.

In addition, staff from the Electronic Data Processing Systems Office (EDPSO) and the WDC traveled to each County to preview the system to staff and partner program representatives. These meetings provided important feedback for the project team and they were able to incorporate these suggestions into the system, making it more efficient and effective for jobseekers. The project is currently in Phase I which just includes the e-mail referrals. Phase II of the project will eliminate the e-mail referral process. Referrals will be sent directly into participant management information systems. This phase includes extensive training for the partner programs and the development of training material.

The intent of this process is to gather comprehensive and consistent information so that appropriate workforce development services will be provided. Referrals will be made to services that are deemed appropriate and each provider will be responsible for following up with those referrals in order to provide services. This process will help coordinate and align services that are provided through the workforce development system and will ensure those needing services through the workforce system are receiving appropriate services.

This common intake and assessment process will also help to ensure that workforce services are streamlined and aligned across agencies, so that providers are providing the services they are specifically funded to provide rather than all providers attempting to “do it all for everyone that comes through their doors.”

Targeted outreach efforts will be coordinated with Veterans Services, postsecondary institutions, employers, community service providers, etc., to ensure that vulnerable populations, including unemployed workers, youth with disabilities, Native Hawaiians, homeless individuals and ex-offenders in re-entry are able to access needed services and are given priority of services.

The system will have the ability to include additional questions for workforce partner programs who wish to be part of the Hawaii Online Workforce Referral System.

All local areas have established locations for their American Job Centers (AJCs), most have

several partner programs serving participants from the AJC and all are working toward becoming comprehensive centers. All AJCs are working toward a functional alignment of services, cross-training of staff on services available at the AJC, and co-enrollment of participants in appropriate partner programs. Co-location and cross training of staff enables seamless and coordinated, aligned services to participants. The functional alignment and continuous cross-training of staff are required for One-Stop certification.

(D) Coordination, Alignment and Provision of Services to Employers. Describe how the entities carrying out the respective core programs, any Combined State Plan partner program included in this plan, required and optional one-stop partner programs will coordinate activities and resources to provide comprehensive, high-quality services to employers to meet their current and projected workforce needs and to achieve the goals of industry or sector partners in the state. The activities described shall conform to the statutory requirements of each program.

The Employer Engagement Committee of the WDC took the lead in development of the Statewide Business Services Framework Plan to guide the LWDBs and the AJC to collaborate with businesses. The Plan was adopted by the WDC on December 13, 2018. Access the plan at this link: <https://labor.hawaii.gov/wdc/files/2019/06/Final-Combined-Hawaii-Statewide-Business-Services-Framework-Plan-06.13.19.pdf>

In developing the plan, members and staff of the LWDBs, AJCs, and stakeholders on Oahu, Maui, Kauai and Hawaii counties had an opportunity to discuss the identified goals and establish priorities and timelines. The Plan prioritizes the development of comprehensive services effectively functioning at the AJCs.

Dedicated outreach to employers would be phased in with fully operational centers. The Plan provides a broad framework to guide the local areas to create skilled business services teams that will be able to build credible relationships and provide worthy services that will benefit business.

The business services to be delivered by the AJCs include, but are not limited to assisting businesses and industry sectors to overcome challenges in recruiting, retaining, and developing talent for Hawaii's workforce. Currently, the Oahu AJC has the most developed team, providing the following services:

- In person visits, sometimes by several people at the same time from different programs
- Inviting employers to make presentation on their hiring practices and expectations of staff
- Conducting and participating in job fairs
- Encouraging job seekers to volunteer with employers
- Warm calls, cold calls, and offering to help with job postings on HireNet
- Active involvement in community groups and boards

- Serve on program advisory councils

Business Engagement Strategy and Overarching Goals:

Businesses can be more effectively engaged with workforce development services by increasing:

1. Awareness of the services and value offered to the businesses by the system
2. Confidence in the system by providing consistent high-quality service.
3. Involvement of businesses by becoming sincerely receptive to their input and valuing their involvement.
4. Advocacy by business people for the system because business leaders have come to understand the value that the system provides.

The strategy is to be executed by achieving the following goals:

1. Ensure that the foundations of AJCs are in place. Establish stable, functional AJCs in each local area that describe and provide their services in a manner that is perceived as valuable and relevant by businesses.
2. Establish an effective approach for engaging with businesses. Simplifying and clarifying the business view of the workforce development system, making it easy to understand how to access the system, and the value to expect.
3. Articulate and validate the value that AJCs offer to business customers by implementing a reliable customer relationship management (CRM) system and outcomes measurement system that show that services provide real benefits to participating businesses, and that enable continuous improvement.

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.

The Employer Engagement Committee of the WDC also contracted with a consultant to evaluate the AJC brand among employers. The consultant conducted qualitative and quantitative assessments of the AJC Hawaii brand among employers. Interviews were conducted with employers to discover employers' awareness, perception, and usage of the

AJCs. The assessments were followed by recommendations to improve services and increase awareness of available services, increase brand awareness, maintain brand awareness, rollout of the new plan, and development of an outreach plan. The goal of the Employer Engagement Committee is to increase employer participation rates, including repeat customers and to increase the retention rates of employees placed into employment by the AJCs. This rate would help raise the confidence of employers in the workforce system and lead to increased employer engagement.

(E) Partner Engagement with Educational Institutions. Describe how the State's Strategies will engage the State's community colleges and area career and technical education

schools, as partners in the workforce development system to create a job-driven education and training system. WIOA section 102(b)(2)(B)(iv).

Education Partners

- University of Hawaii Community Colleges
- University of Hawaii Language Roadmap Initiative
- McKinley Community School for Adults (includes Oahu, Kauai, and Maui)
- Waipahu Community School for Adults (includes Oahu and Hawaii Island)
- Office of the State Director of Career and Technical Education (OSDCTE)
- Hawaii Department of Education (HIDOE)
- Native Hawaiian Education Council
- Technical Schools
- Chaminade University
- Gallaudette
- National Technical Institute for the Deaf (Rochester)
- Hawaii Pacific University
- (Expanded ETP List)

The WDC has worked closely with the following entities on a wide range of workforce development issues:

Transition services will be a significant focus of Hawaii's workforce development system under WIOA. Adult Education will employ transition coordinators to assist those who complete adult education service transition into postsecondary programs for credentials. Adult Education will also offer dual enrollment options for students in order to help them more readily complete education and training requirements for credentials and employment. Veterans counselors on each campus will be utilized to target veterans and assist their access to postsecondary education and training programs.

The Hawaii Community Schools for Adults added the Workforce Development Diploma Program

to the options available to students. After conducting the TABE or CASAS Assessment, assessment results and counseling sessions will help direct students to: Adult Basic Education, High School Equivalency Preparation or the Workforce Development Diploma Program (WDDP). WDDP provides an opportunity for adults to gain the knowledge, skills and abilities needed for employment and/or job training. Students must complete the Academic (reading and work skills—active listening and situational judgement) and Career goals (100 hours of volunteer work or employment; and completion of the iCan program, or one credit at an accredited post-secondary institution) modules in order to earn the Diploma.

The University of Hawaii is a permanent member of the WDC, actively participating in decisions made on the direction of the Council in relation to the University. Developed by a cross-agency team, the *Hawaii's Career Pathway System* was accepted by all stakeholders and partners in the summer of 2017. The UHCC system, the HDOE, Adult Education State Director, and the OSDCTE represent the public education partners of the system.

The System is a unifying framework across the state's Workforce Development Council and its implementation of WIOA and CTE provided through Perkins V as a part of that System. The Career Pathway System's approach connects progressive levels of education, training, support services, and credentials for specific occupations in a way that streamlines the progress and success of individuals with varying levels of abilities and needs. Two members of the WDC serve on the CTE Advisory Board.

The DLIR Director, along with the Superintendent of Education and the University of Hawaii President, is a voting member of the P-20 Statewide Longitudinal Data System (aka Data Exchange Partnership or DXP) Executive Committee. The Workforce Development Council Executive Director is an attending member of the Executive Committee. WDC staff are members of the DXP's Data Governance and Access Committee (formerly known as the Steering Committee) and the Research and Data Request Sub-Committee.

In support of the Career Pathway System the OSDCTE hired 2 staff. One is a CTE and Workforce Data Analyst and the other is a Workforce Alignment and Learning Opportunities Specialist. They are co-located in the P20 office and address data and work-based learning across all WIOA stakeholders.

DVR already has a Special Education/Vocational Rehabilitation (SEVR) program. The primary purpose of the program is for students ages 14 - 21 who have been found eligible for VR services to participate gain work experience in an integrated setting, while still enrolled in school.

DVR is also working with Adult Literacy and Community Colleges to develop career pathways which include Pre-ETS with work-based learning experiences for VR students between 14-21 years of age. We are working with Adult Education to provide career pathways for VR clients which includes remedial reading and math classes; Pre-ETS and work experience for those clients who desire to enter directly

into the labor force. We are working with the Community Colleges to provide career pathways for VR clients ages 14 and above who desire to enter secondary education prior to entering the workforce.

(F) Partner Engagement with Other Education and Training Providers. Describe how the State's Strategies will engage the State's other education and training providers, including providers on the state's eligible training provider list, as partners in the workforce development system to create a job-driven education and training system.

WDC updated the Eligible Training Provider Policy by issuing WIOA Bulletin 10-16 Change 1 on July 3, 2018 (<https://labor.hawaii.gov/wdc/files/2018/07/Final-Signed-Change-1-WIOA-Bulletin-10-16-ETP-policies-7.3.18.pdf>). 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 (<https://labor.hawaii.gov/wdc/eligible-training-provider-list/>). The original Kumuao website, a stand-alone-site was taken down, and providers no longer input information directly 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 HireNet Hawaii, 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 WIOA performance data for the UHCC programs. The performance data requirement is seen as a barrier to participation on the ETPL by individual community colleges. Establishing a process at the UH System level will alleviate that concern. In partnering with the workforce system, UHCC will begin to collect social security numbers

(SSNs) for students registered in non-credit workforce programs. The SSNs are required to conduct the wage match with the UI database, one of the required performance metrics.

Collaborating and communicating with the core and mandatory partners, HI-OSDCTE will guide and support efforts to continually improve, innovate, and transform CTE programs/POS to achieve improved educational and workforce outcomes of all participating students and clients, including the elimination of gaps for identified special populations. A newly developed monitoring framework, informed by a data reporting application, will identify which CTE programs/POS have disparities, misalignments, or inequities in program offerings and program participation (issues of access) and program achievement of educational and workforce outcomes (issues of success), particularly those associated as being part of identified special populations. The HIDEOE and UHCC will be charged with developing improvement strategies that address the root causes of those disparities, misalignments, and inequities as part of their application for funding.

The approach being pursued by the HI-OSDCTE, HIDEOE, and UHCCS in collaboration with WIOA partners, attends to the interactions, intersections, and interdependencies of the Career Pathway System by designing highly integrated program components. It provides for opportunities to improve, innovate, and transform the design of the CTE programs. By attending to the interactions, intersections, and interdependencies of the components within and, more significantly, across the educational and other career pathway partners, this “systems-building” approach presents opportunities to pursue fundamental changes to the system itself.

Finally, the educational institutions will develop the capacities of the Career Pathway system to design, deliver, and continually improve/innovate CTE programs. And together with its WIOA partners, the educational institutions will work collaboratively to identify professional development needs across the state and collaborate with them in delivering it.

Other Education and Training Partners:

- Community Based Organizations
- Honolulu Community Action Program
- Lanakila Pacific
- Abilities Unlimited
- Easter Seals
- Goodwill
- Network Enterprises
- Catholic Charities
- Economic Development Boards
- Chamber of Commerce
- KUPU Hawaii
- Kamehameha Schools
- Castle Foundation

In support of the Career Pathway System the OSDCTE, hired 2 staff. One is a CTE and Workforce Data Analyst and the other is a Workforce Alignment and Learning Opportunities Specialist. They are co-located in the P-20 office and address data and work-based learning across all WIOA stakeholders.

Community-Based Organizations

There are many community-based organizations throughout the state that provide education and training services. These agencies will be identified and included in the data sharing and analysis activities along with coordinating services with core partners to individuals and employers.

(G) Leveraging Resources to Increase Educational Access. Describe how the State's strategies will enable the State to leverage other Federal, State, and local investments that have enhanced access to workforce development programs at the above institutions, described in section (E).

Recognizing the economic reality of dwindling federal and state resources for workforce development, the DLIR, WDC, the University of Hawaii Community College System and the local areas have undertaken a concerted effort to acquire discretionary grants. In general, these efforts have allowed the state to bring in additional resources. However, a positive side effect of this process is the partnership state and county entities (including community-based organizations) to better align their workforce development activities. The process of acquiring these grants has actually improved the alignment of “siloe” programs to identify and meet workforce needs.

The WDC and the HI-Office of the State Director for CTE (HI-OSDCTE) at the University of Hawaii identified all of the public sources of state and federal program funds for workforce development in Hawai'i. These two agencies created a funding map summarizing the \$101 million in federal and state monies spent on workforce development in 2018; available at <https://labor.hawaii.gov/wdc/files/2019/05/Funding-Map-Poster-FINAL-website.pdf>. Identifying the funded agencies and organizations, amounts expended, and the purposes of the spending across these agencies and organizations is the first step in creating joint planning, alignment, coordination, and leveraging of funds in the State of Hawai'i.

The WDC has been the catalyst in aligning these programs and will continue to do so. Core Partners and AJC Partners will contact the appropriate agency or agencies to develop an integrated service strategy for specific individuals. Interagency teams will be developed and/or strengthened to develop a fuller menu of services for persons with disabilities. Regularly scheduled meetings among core and AJC partners at the local levels will continue to build relationships and keep staff members updated on services available in the community. Similar efforts are taking place now to serve non-disabled persons, but the teams will be expanded to include other providers to leverage more resources.

Many community-based organizations provide education and training services and are often

supported by non-governmental funds. Continuing to partner with community-based organizations will help leverage limited resources for the workforce system.

DVR will fund the State's strategies by paying for Vocational Rehabilitation Services provided to all eligible VR clients (all of whom are individuals with disabilities). DVR is working with the core partners to create three points of entry (Adult Education, VR, and WDD) which an individual can enter.

DVR can pay for a VR eligible individual with only those activities that are included in their Individualized Plan for Employment (IPE). All activities that are required for a VR eligible individual to prepare, obtain, maintain/regain employment (of their informed choice) will be listed on their IPE. All required training costs can be paid with VR basic support grant funds. If a public entity (other than DVR) is obligated under Federal law (such as the American with Disabilities Act, Section 504 of the Act, or the Workforce and Innovation Opportunity Act) or State Law, or assigned responsibility under State policy or an interagency agreement established under this Section, to provide or pay for any services considered to be VR services (e.g., interpreter services), the public entity must fulfill that obligation or responsibility through: (1) the terms of the interagency agreement; (2) paying for the service directly or by contract or (3) other arrangement.

In 2017, the Hawaii State Legislature passed Senate Bill 1162 enacting the Hawaii's Promise Scholar Program to remove cost as a barrier to higher education. This scholarship program provides financial support for all students with financial need as defined by the U.S. Department of Education, to attend any of the seven campuses of the University of Hawaii Community Colleges at no cost for tuition, fees, books, supplies and transportation. For more information about this new "last dollar" scholarship program, is available at this link: <http://uhcc.hawaii.edu/ovpcc/removing-cost/promise>. In 2019, the Legislature made this a permanent part of the funding for the UH Community Colleges.

The Hawaii Nutrition Employment and Training (HINET) program was launched in 2015 by the Department of Human Services in partnership with Oahu's Windward Community College to reduce the cost of education for the states' most vulnerable populations and help them obtain higher paying jobs. The program has since been expanded to all UH Community College campuses.

HINET provides students with assistance that can total more than \$4,700 per year for food, transportation, books, and other expenses. To qualify for the program, students must enroll at a UH Community College and in a workforce training program or take at least six credits in an approved degree program. Students must also qualify for the Supplemental Nutrition Assistance Program (SNAP) and can substitute their education and employment training for the U.S Department of Agriculture's twenty-hour weekly work requirement, which will allow them to maintain their SNAP benefits while pursuing a college education.

(H) *Improving Access to Postsecondary Credentials.* Describe how the State's strategies will improve access to activities leading to

recognized postsecondary credentials, including Registered Apprenticeship certificates. This includes credentials that are industry- recognized certificates, licenses or certifications, and that are portable and stackable.

The HDOE, UHCC system, and the state CTE office are collaborating to address the issues surrounding portable and stackable industry-recognized certificates, licenses, and certifications. The goal is to map, across our career pathways, what the state's Industry Sector Partnership committees approve.

All workforce service providers will emphasize access to postsecondary education and training in order that more job seekers acquire the skills, knowledge and credentials they need to get meaningful employment.

Transition services provided by core partner agencies will ensure job seekers get into and through postsecondary programming by providing the necessary support in order that they persist through the achievement of a credential. The following strategies will ensure improved access to postsecondary credentials in Hawaii:

- Ensuring postsecondary institutions have quality education and training programs that prepare job seekers for the jobs that are available in the state. This will require strong collaboration among employers, postsecondary institutions and workforce development providers.
- Ensuring that postsecondary education and training is accessible to job seekers so they have the financial resources and support services necessary to obtain credentials and enter employment.
- Providing aggressive outreach throughout the state to assist vulnerable populations, including unemployed workers, veterans, individuals with disabilities, Native Hawaiians and homeless individuals access to postsecondary education and training.
- LWDBs ensuring that community colleges and private training providers in their local areas place programs that lead to credentials, certificates, and licenses on the Eligible Training Provider List; so that training programs for in-demand industries and in-demand jobs are available to WIOA participants.

DVR can assist a VR eligible individual with only those activities that are included in their Individualized Plan for Employment (IPE). All activities that are required for a VR eligible individual to prepare, obtain, maintain/regain employment (of their informed choice) will be listed on their IPE.

DVR is collaborating with Adult Education from the Department of Education, the Workforce Development from the University of Hawaii Community Colleges, the AJCs and the Workforce Development Division from the Department of Labor to improve access to postsecondary credentials for individuals with disabilities. The AJCs, WDD, and other partners will identify employer needs specific to each county. VR will meet with those employers to ascertain the work skills and training needed to qualify for employment with

the companies; not limited to “entry level positions.” If postsecondary training is available, VR will provide financial and case management support. If customized postsecondary training is needed, VR will work with Adult Education to develop postsecondary training.

Vocational and other training services includes personal and vocational adjustment training, books, tools, and other training materials, except that no training or training services provided in an institution of higher education (universities, colleges, community or junior colleges, vocational schools, technical institutes, or hospital schools of nursing) may be paid for unless maximum efforts have been made by the division and the individual to secure grant assistance in whole or in part from other sources to pay for that training.

One area of program review and assessment for all of the state-approved CTE programs at the community colleges is their alignment to the economic needs of the state. A CTE program must meet eligibility requirements in order to use federal Perkins funds awarded by the state CTE office.

- (I) Coordinating with Economic Development Strategies. Describe how the activities identified in (A) will be coordinated with economic development entities, strategies, and activities in the State.
Describe how the activities identified in (A) will be coordinated with economic development entities, strategies and activities in the State.*

The composition of the State Workforce Development Council consists of representation of Hawaii’s leading economic development agencies. WDC membership includes representatives from the State of Hawaii Department of Business, Economic Development and Tourism (DBEDT), and the Economic Development Alliance of Hawaii (EDAH).

These representatives report regularly to the WDC through the WDC Data Management and Technology Committee which coordinates regular economic and LMI forecast at the state and individual county levels for the WDC, individual county Workforce Development Boards and the WIOA Core Partners.

The WDC Data Management and Technology Committee researches, evaluates, and organizes multiple sources of economic and workforce data in partnership with Hawaii’s economic development organizations and the State of Hawaii Department of Labor and Industrial Relations’ Research and Statistics Office. This effort results in coherent and consistent LMI forecast for partners agencies of the WDC.

One area of program review and assessment for all of the state-approved CTE programs at the community colleges is their alignment to the economic needs of the state. A CTE program must meet eligibility requirements in order to use federal Perkins funds awarded by the state CTE office. Additionally, the UHCC system has a Director of Workforce Development who supports the work of the seven campuses and the state CTE office, and represents the University President on the WDC.

- (b) State Operating Systems and Policies.** The Unified or Combined State Plan must include a description of the State operating systems and policies that will support*

*the implementation of the State strategy described in section II **Strategic Elements**. This includes—*

(1) The State operating systems that will support the implementation of the State's strategies. This must include a description of—

(A) State operating systems that support coordinated implementation of State strategies (e.g., labor market information systems, data systems, communication systems, case- management systems, job banks, etc.).

Hawaii's Workforce Development System uses a standardized record data collection by means of a Virtual One-Stop (VOS) called "HireNet Hawaii" (HNH). The system is WIOA compliant related to data collection and maintenance. The system collects all new required performance data as well as the new employer engagement data.

Access to the electronic data maintained by in the system is limited to such persons authorized by WDC and WDD who have legitimate need. Information contained in HireNet Hawaii is used only for the purposes intended.

The HireNet Hawaii system provides core employment services to individuals via the internet. Job seekers are able to create and post their resumes on-line, find available jobs in Hawaii, assess their skills, get career information, review the latest labor market data, and locate suitable training. Individuals applying for unemployment must register on HireNet Hawaii and upload or create a resume within seven days to receive their unemployment claim.

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

HireNet Hawaii matches job seekers and employers and provides immediate notification when a match is found. The system also provides labor market information to all users. It directly accesses data stored in the Workforce Information Database (WID) structure. The system displays occupational wages and projections, unemployment statistics, economic indicators, and jobs by industry data.

Career Kokua (<https://careerkokua.hawaii.gov/>), the Hawaii Career Information Delivery System, is a comprehensive system that provides current occupational, educational, and related information that is easily accessible. It provides localized career information from Hawaii employers and training providers. Career Kokua covers over 90% of the employment and all licensed and accredited training programs and postsecondary schools in Hawaii. It also provides information on job searching, job success, and links directly to HireNet Hawaii, the state's job matching system. The Career Kokua system is available to AJCs throughout the state.

The Hawaii's Workforce Infonet (HIWI, <https://www.hiwi.org>) is one of the required deliverables of Hawaii's Workforce Information Grant. It is a Virtual Labor Market Information (VLMI) system that houses the WID and is capable of delivering labor market information, projections data, labor force statistics, employment/unemployment and employer data, industry and occupational information, local employment dynamics, and wage information. The system is designed to meet the labor market information needs of the State's

workforce system, the general public, including job seekers and employers; labor market intermediaries such as employment counselors, case managers at the AJCs, community-based organizations who help individuals find a job or make career decisions, policymakers, employment and economic program planners and operators; researchers, data providers, and the media. Data from HIWI is integrated into the HireNet Hawaii labor market information modules and HIWI includes linkages to the job search component that provides real-time job and applicant information.

The HIWI system consists of the following components:

- **HIWI home page:** Highlights the latest articles tables, publications, and links. It features a powerful search engine that scans web pages, articles, data, and Portable Document Files (PDF) which help users explore and find information within the site.
- **Latest reports:** Points users to the latest employment and wage data, employment forecasts, job opportunities in the State, and the newest online releases.
- **Press release:** Provides direct links to the Department's current press release and accompanying data.
- **Quick data links:** Provides direct links to topics that are of interest to workforce development professionals, researchers, economists, program planners, and others. Topics include unemployment, job count, wages, employment projections, industry information, employer information, and local employment dynamics.
- **Services for job seekers:** Includes a dashboard of services and information for job search, training, and assistance.
- **Services for employers:** Provides a dashboard of services for recruitment and information on job market trends and other helpful information for employers.
- **Data dashboard and tools:** Features information available in the system such as employment, unemployment, wages, labor market facts, occupational and industry projections, and other related information.
- **Publications and Tables:** A menu of quick links to data sets produced by the Research and Statistics Office. In addition to publications, users are able to download the latest data tables.

WDC maintains webpages (<http://labor.hawaii.gov/wdc/>) on the State of Hawaii/DLIR website. WDC posts meeting notices, meeting minutes, plans, reports, and WIOA bulletins on the site to be available for public access and for access by local boards and service providers. The site also contains links to the various workforce entities and other pertinent sites.

(B) Data-collection and reporting processes used for all programs and activities, including those present in one-stop centers¹⁰.

Hawaii's Workforce Development System uses Geographic Solution's Virtual One Stop (VOS) for service delivery, program enrollment and federal reporting. The system helps match job seekers with employers and provides access to self-service labor exchange services. The VOS tracks every service provided. Services are tracked and measured by individual, event, location, and staff member.

The employer features include tools for creating and posting jobs online and searching for candidates either through quick, simple searches or through more advanced searches using multiple criteria.

The system's fully integrated case management tools for staff and management provide the ability to create, track, share, and report participant information for multiple programs. Case management reports enable staff to monitor their caseloads in preparation for quarterly and annual reporting. Staff can investigate and update participant data to promote positive outcomes for program participants. The programs that the Individual Case Management modules support include:

- WIOA
- Wagner-Peyser Act
- Migrant and Seasonal Farm Workers Program (MSFW)
- Worker Profiling and Reemployment
- WIOA Title I Adult Dislocated Worker and Youth
- Trade Adjustment Assistance (TAA)
- Veterans Employment and Training

AJCs are required to collect specific information during the intake process and update as needed, paper files and the VOS database system data pertaining to an individual's participation in WIOA Title I, Title III, and TAA programs. The WDC Data Management and Technology Committee is working with staff from the WDC and representatives from the WIOA Core Partners to finalize the development on an online workforce referral system. This project is made possible through the Reemployment Data Systems Integration Grant sponsored by the U.S. Department of Labor. The online client enrollment system works to improve both client services and reporting and data analysis and client activity.

The data collection system collects information on the quality and quantity of services provided to: program applicants, applicants for program employment, registrants, eligible applicants/registrants, participants, "terminees," and employees. The VOS reports the core indicators of the workforce system's performance, including job placement rates, earnings, employment retention, skill gains, and credentials earned. The system is WIOA compliant related to data and information collection and maintenance. The system collects all new required performance data as well as the new employer engagement data.

The reports component of the VOS allows WDC authorized staff to run various federal reports on specific data sets at any time from their own workstations. Reports run in real time and there is no requirement to export data to an external reporting system. Staff can specify federal report parameters such as the timeframe (e.g. Fourth Quarter, 2017) and location (e.g. a specific LWBD or Office).

Every quarter, the WDC Workforce Information and Data Coordinator extracts the data necessary for reporting to the Participant Individual Record Layout (PIRL) from the VOS and requests a data match with the Unemployment Insurance Division (UI) wage records. This process is also used for annual reporting. The Coordinator follows the schedule for PIRL reporting.

The system accommodates any change of U.S. DOL-mandated data elements, categories, and/or reports and has flexible core components that are modifiable to meet any new federal reporting requirements. New system releases address areas related to federal changes such as WIOA, as well as supporting state and federal initiatives. The system satisfies the current Common Measures and measurable Skill Gains reporting.

As core partners, AEFLA, DVR, WDD, and WDC have agreed to work directly with the UI to develop and implement memoranda of understanding for data sharing that adheres to federal and state law. Wage information from UI will be shared with the core programs to provide required performance measures for WIOA reports, evaluations, and for workforce and labor market information.

UI, WDC and WDD have also completed the new State Wage Interchange System (SWIS) Agreement that replaces WRIS and WRIS2. SWIS will enable Title I and Title III programs to receive interstate wage data. The WDC Workforce Information and Data Coordinator is responsible for requesting and reporting the SWIS data.

The records of applicants, registrants, eligible applicants/registrants, participants, “terminees,” employee, applicants for employment, and other required records must be maintained for a period of three years from the close of the applicable program year. [OMB 20 CFR 200.333: Three years from submission of final expenditure report.]

Access to the electronic data maintained by in the system is limited to such persons authorized by WDC and WDD who have legitimate need. Information contained in the HNH is used only for the purposes intended.

Medical information for a participant shall be collected only when necessary to fulfill the intent of the program. Such information shall be confidential and kept separate from the participant’s general information where feasible.

DVR uses a web-based automated vocational rehabilitation case management system known locally as *Akamai*. It is a commercial off-the-shelf system sold under the software label Aware. *Akamai* is hosted by its developer Alliance Enterprises, Inc., (Alliance) located in Dupont, Washington. *Akamai* is able to manage Vocational Rehabilitation and Older Blind case types, track efficiency, costs, and meet all federal Rehabilitation Services Administration (RSA) data management and reporting requirements.

Hawaii’s adult education programs utilize LACES by LiteracyPro Systems, Inc., a cloud-based system that manages student performance, provides outcome management, access to reports, and satisfies federal requirement of reports with automatic modifications. LACES will be able to report the new WIOA performance measures,

The core partners realize that understanding the impact of educational programs requires more than assessing six and 12-month workforce outcomes. Monitoring the longer term workforce outcomes of the populations they serve is critical for: 1) identifying and evaluating the best practices of programs that are successful in transitioning participants to sustained and consistent workforce outcomes; 2) identifying the characteristics of sub-populations of WIOA participants in order to provide programs better suited to meet the needs of the populations served; and 3) identifying workforce trends over time by industry and by county in order to provide information for projection and planning purposes.

(2) The State policies that will support the implementation of the State's strategies (e.g., co-enrollment policies and universal intake processes where appropriate). In addition, provide the State's guidelines for State-administered one-stop partner programs' contributions to a one-stop delivery system.

The WDC has and will continue to take a proactive role in ensuring that the local areas present plans and Memoranda of Agreement that specifically detail alignment of policies, operations, administrative systems, and other procedures to ensure coordination and reduce/remove duplication of workforce programs operated by the mandated AJC Partners. The State Board meets at least once per quarter. The Local Boards through their Board Chairs present written and oral reports at each of these meetings.

Through active review and pro-active oversight, the State of Hawaii will continue to evaluate all programs for opportunities to streamline intake and service delivery from customers across a variety of workforce programs, including WIOA, unemployment insurance and other short- and long-term programs. The review will help focus the workforce system toward a coordinated customer-centric focus with full-partner access to both local and statewide programs. Integrated service delivery continues to be a focus for the State of Hawaii as it works to improve both performance and accountability of the entire workforce system, which includes continual elimination of duplicative efforts between partners.

WDD has issued WIOA bulletins, Wagner-Peyser Job Service Bulletins, and "Hirenet Hawaii" Bulletins; and WDC as the current administrative entity for Title I funds has also issued WIOA bulletins starting in 2015. These bulletins provide policies and guidance for the statewide workforce development system. For accessibility to the workforce system, WIA and WIOA bulletins are posted on the WDC website at: <http://labor.hawaii.gov/wdc/wia-docs/>.

Fiscal Policies/Budget Documents:

Adult/Dislocated Worker (DW)/Local Administrative Cost (LAC) Forms

- Instructions: Budget Detail A
- Budget Detail A
- Instructions: Budget Detail A-1
- Budget Detail A-1, Personnel Costs of Subrecipient Staff
- Instructions: Budget Detail A-2
- Budget Detail A-2, Equipment Purchases
- Instructions: Budget Detail A-3
- Budget Detail A-3, Travel: Intra-State
- Instructions: Budget Detail A-4
- Budget Detail A-4, Travel: Inter-State
- Instructions: Budget Detail A-5
- Budget Detail A-5, Contractual Services-Subcontracts
- Instructions: Budget Detail B
- Budget Detail B, Worksheet By Funding Source
- Instructions: Budget Information Summary
- Budget Information Summary

Youth Forms

- Instructions: Budget Detail A
- Budget Detail A
- Instructions: Budget Detail A-1
- Budget Detail A-1, Personnel Costs of Subrecipient Staff
- Instructions: Budget Detail A-2
- Budget Detail A-2, Equipment Purchases
- Instructions: Budget Detail A-3
- Budget Detail A-3, Travel: Intra-State
- Instructions: Budget Detail A-4
- Budget Detail A-4, Travel: Inter-State
- Instructions: Budget Detail A-5
- Budget Detail A-5, Contractual Services-Subcontractors
- Instructions: Budget Detail B
- Budget Detail B, Worksheet Funding By Source
- Instructions: Budget Information Summary
- Budget Information Summary

Rapid Response Form

- Instructions: Budget Detail A
- Budget Detail A

WIOA Bulletins:

1. [SN-01 WIOA 01-15 Communication System](#)
2. [SN-01 WIOA 01-15 Attmt, Mailing List](#)
3. [SN-02 WIOA 02-15 PY 15 Allocations](#)
4. [SN-02 WIOA 02-15 Attmt, HireNet Maint. Fee](#)
5. [SN-03 WIOA 03-15 w-Attmts, Initial Designation](#)
6. [SN-03 WIOA 03-15 Initial Designation](#)
7. [SN-03 WIOA 03-15 Attmt 3 PY 12, 13 Data Tables](#)
8. [SN-03 WIOA 03-15 Attmt 2 Performance Summary](#)
9. [SN-03 WIOA 03-15 Attmt 1 Initial Designation Application](#)
10. [SN-04 WIOA 04-15 Change 1](#) w-Attmts, LWDB Certification
 - [SN-04 Attachment 1](#) LWDB Membership Requirements
 - [SN-04 Attachment 2](#) Nomination Form for Board Members of LWDB
 - [SN-04 Attachment 3](#) LWDB Membership Certification Request
11. [SN-04 WIOA 04-15 w-Attmts, LWDB Certification](#)
12. [SN-04 WIOA 04-15 LWDB Certification](#)
13. [SN-05 WIOA Bulletin 05-16](#) Distribution of WIOA Bulletins
14. [SN-06 WIOA Bulletin 06-16](#) Federal Poverty Income Guidelines
15. SN-07 [WIOA Bulletin 07-16 Change 1](#), Revised PY 16 Allocations
16. [SN-07 PY16 WIOA Allocations Bulletin 07-16](#)
17. [SN-08 WIOA 08-16, 2016 Lower Living Standard Income Level Attachments](#)
18. [SN-08 WIOA Bulletin 08-16, 2016 Lower Living Standard Income Level Guidelines](#)
19. [SN-09 WIOA Bulletin 09-16 Initial Local Plan Guidance](#)
 - [SN-09 WIOA Local Plan Attachment I](#)
 - [SN-09 WIOA Definitions Attachment II](#)
20. SN-10 [WIOA Bulletin 10-16 Change 1](#) Eligible Training Provider Policies and Procedures

- [NEW Eligible Training Provider Site](#)
- [Sample ETP Application](#)
- [Sample UH System Application](#)
- [LWDB ETP Approval Request](#)
- 21. [SN-10 Proposed Bulletin 10-16 Change 1](#), Eligible Training Provider Policies and Procedures for Public Comment
 - [Summary of Proposed Changes](#)
- 22. [SN-10 WIOA Bulletin 10-16, Eligible Training Provider Policies and Procedures](#)
 - [Hawaii ETP Policies and Procedures Attachment I Summary of ETP Changes Attachment II](#)
 - [ETP Public Comments Received](#)
 - [ETP Suggested Fillable Application](#)
- 23. [SN-11 WIOA Bulletin 11-16 Conflict of Interest](#)
- 24. [SN-12 WIOA Bulletin 12-16 Change 2 One-Stop Infrastructure Funding and Memoranda of Understanding Deadline](#)
- 25. [SN-12 WIOA Bulletin 12-16 Change 1 One-Stop Infrastructure Funding and Memoranda of Understanding Deadline](#)
- 26. [SN-12 WIOA Bulletin 12-16 One Stop Infrastructure Funding and Memoranda of Understanding](#)
- 27. SN-13 [WIOA Bulletin 13-16 One Stop Certification Change 1](#)
- 28. [SN-13 WIOA Bulletin 13-16 One Stop Certification](#)
- 29. [SN-14 WIOA Bulletin 14-16 Adult Program Eligibility and Priority of Service](#)
- 30. SN-15 [WIOA Bulletin 15-16 Change 1](#) Financial Reporting Forms and Instructions
 1. [Form WIOA 1](#) – Subrecipient’s Request for Advance or Reimbursement
 2. [Form WIOA 1](#) – Instructions, Subrecipient’s Request for Advance or Reimbursement
 3. [Form WIOA 2](#) – Expenditure Register; Local Adult, Dislocated Worker, and Administrative Programs
 4. [Form WIOA 2](#) – Instructions, Expenditure Register, Adult, Dislocated Worker and Admin. Programs
 5. [Form WIOA 3](#) – Expenditure Register; Local Youth Program
 6. [Form WIOA 3](#) – Instructions, Expenditure Register, Youth Program
 7. [Form WIOA 4](#) – Expenditure Register; Program Income and Non-Federal Funds
 8. [Form WIOA 4](#) – Instructions, Expenditure Register, Program Income and Non-Federal Funds
- 31. [SN-15 WIOA Bulletin 15-16 Financial Reporting Forms and Instructions](#)
- 32. SN-16 [WIOA Bulletin 16-16](#) Policy on Salary and Bonus Limitations
- 33. SN-17 [WIOA Bulletin 17-16](#) Procurement Policy and Standards
- 34. SN-01 [WIOA Bulletin 01-17](#) WIOA Methods of Administration
- 35. SN-02 [WIOA Bulletin 02-17 Change 1](#) WDC Policy WIOA Methods of Administration (Nondiscrimination Policy)
- 36. SN-02 [WIOA Bulletin 02-17](#) WDC Policy -WIOA Methods of Administration
- 37. SN-03 [WIOA Bulletin 03-17](#) Local Board Review of AEFLA Applications
- 38. SN-03 [WIOA Bulletin 03-17 Change 1](#) Local Board Review of AEFLA Applications
- 39. SN-04 [WIOA Bulletin 04-17](#) Allowable Cost
- 40. SN-05 [WIOA Bulletin 05-17](#) Items of Cost
 1. WIOA Bulletin [05-17 Attachment](#)-Matrix of Specific Items of Cost
- 40. SN-06 [WIOA Bulletin 06-17](#) Cash Management
- 41. SN-07 [WIOA Bulletin 07-17](#) Policy on Audit Requirements and Resolutions
- 42. SN-08 [WIOA Bulletin 08-17](#) Policy on Records Retention and Access to Records
- 43. SN-09 [WIOA Bulletin 09-17](#) PY17 Planning Estimate Allocations

44. SN-10 [WIOA Bulletin 10-17](#) Policy on Oversight and Monitoring
45. SN-11 [WIOA Bulletin 11-17](#) Policy on Property and Inventory Management
46. SN-12 [WIOA Bulletin 12-17](#) Closeout Reporting Forms & Instructions
 1. Form WIOA 5: [Closeout Check List](#) (excel)
 2. Form WIOA 6: [Closeout Reconciliation](#)
 3. Form WIOA 7: [Subrecipient Release Form](#)
 4. Form WIOA 8: [Subrecipient Assignment Form](#)
 5. Form WIOA 9: [Inventory Certification](#)
 6. Form WIOA 9 Instructions: [Instructions for Inventory Listing](#)
 7. Form WIOA 10: [Equipment Listing](#) (excel)
 8. Form WIOA 11: [Subrecipient's Tax Closeout Tax Certification](#)
47. SN-13 [WIOA Bulletin 13-17 Change 1](#) Program Year (PY) 2017 Revised Allocations
48. SN-13 [WIOA Bulletin 13-17](#) Program Year (PY 17) Final Allocations
49. SN-14 [WIOA Bulletin 14-17](#) Recapture and Reallocation
50. SN-15 [WIOA Bulletin 15-17](#) Transfer of Funds Request
 - [Attachment I](#): Transfer of Funds Request Narrative (fillable pdf)
51. SN-16 [WIOA Bulletin 16-18](#) Recording Measurable Skill Gains in HireNet Hawaii
52. SN-17 [WIOA Bulletin 17-18](#) 2017 Lower Living Standard Income Level Guidelines
53. SN-18 [WIOA Bulletin 18-18](#) PY18 and PY19 State Performance Negotiations
54. SN-19 [WIOA Bulletin 19-18](#) PY18 and PY19 Local Workforce Development Board Performance Negotiations
55. SN-20 [WIOA Bulletin 20-18 Change 1](#) Revised Program Year (PY) 2018 Allocations
56. SN-20 [WIOA Bulletin 20-18](#) Program Year (PY) 2018 Allocations
 1. [Annual Plan Instructions](#)
 2. [Signature Page](#)
57. SN-21 [WIOA Bulletin 21-18](#) 2018 Lower Living Standard Income Level Guidelines
58. SN-22 [WIOA Bulletin 22-18](#) Guidance for Modified Local Plan
 1. [Attachment 1](#)
 2. [Signature Page](#) (fillable word form)
 3. [Local Plan Definitions](#)
59. SN-23 [WIOA Bulletin 23-18 Change 1](#) Revised Kauai Disaster Dislocated Worker Grant (DWG) Policies and Procedures
60. SN-23 [WIOA Bulletin 23-18](#) Kauai and Oahu Disaster Dislocated Worker Grant Policies and Procedures
61. SN-24 [WIOA Bulletin 24-18](#) Rapid Response Activity Policies and Procedures for Oahu and Hawaii County Workforce Development Boards (WDB) and Oahu and Hawaii County American Job Center Hawaii (AJCH)
62. SN-25 [WIOA Bulletin 25-18 Change 1](#) Revised Hawaii County Disaster Dislocated Worker Grant (DWG) Policies and Procedures
63. SN-25 [WIOA Bulletin 25-18](#) Hawaii Island Disaster Dislocated Worker Grant Policies and Procedures
64. SN-26 [WIOA Bulletin 26-19](#) Minimum Work Experience Requirement for Youth Program Funds
65. SN-27 [WIOA Bulletin 27-19](#) Policy on Providers of Career Services
 1. [Attachment I](#): Providers of Career Services Application
 2. [Attachment II](#): Request for WDC Approval Checklist
66. SN-28 [WIOA Bulletin 28-19 Change 1](#) (Corrected) Program Year (PY) 2019 Revised Allocations
67. SN-28 [WIOA Bulletin 28-19](#) Program Year (PY) 2019 Allocations
 1. [Attachment I](#): Instructions for Annual Budget Plan 2019

2. [Attachment II](#): Signature Page (fillable pdf)
68. SN-29 [WIOA Bulletin 29-19](#) WIOA Data Validation Policies and Procedures
 1. [Attachment I](#): Source Documentation for WIOA Core Programs Joint Data Element Validation
69. SN-30 [WIOA Bulletin 30-19](#) 2019 Lower Living Standard Income Level Guidelines
70. SN-31 [WIOA Bulletin 31-19](#) Statewide Rapid Response/Layoff Aversion Policies and Procedures
 1. [Attachment I](#): Rapid Response Desk Aid
 2. [Attachment 2](#): Rapid Response Summary Report
 3. [Attachment 3](#): WARN Layoff Report to Local RR teams
 4. [Attachment 4](#): Recognizing Workforce Opportunity
 5. [Attachment 5](#): Intervention Timeline Chart
 6. [Employee Satisfaction Survey](#)
 7. [Employer Satisfaction Survey](#)
71. SN-32 [WIOA Bulletin 32-19](#) Use of Supplemental Wage Information

Hawaii's guidelines for the One-Stop Infrastructure and Memorandum of Understanding:

[SN-12 WIOA Bulletin 12-16 Change 2 One-Stop Infrastructure Funding and Memoranda of Understanding Deadline](#)
[SN-12 WIOA Bulletin 12-16 Change 1 One-Stop Infrastructure Funding and Memoranda of Understanding Deadline](#)
[SN-12 WIOA Bulletin 12-16 One Stop Infrastructure Funding and Memoranda of Understanding](#)

(3) State Program and State Board Overview.

- (A) *State Agency Organization. Describe the organization and delivery systems at the State and local levels for the programs covered in the plan, including the organizational structure. Include an organizational chart.*

The Workforce Development Council (WDC) is the state board administratively attached to the Department of Labor and Industrial Relations (DLIR). As the Governor's designated WIOA Administrative Entity and Fiscal Agent, the WDC implements this program in Hawaii as the grant recipient with responsibility for managing the governance structure, grant oversight and reporting. Through its appointed Executive Director and staff, the WDC ensures optimum coordination and use of federal, state and workforce development resources by making informed, data-based policy decisions reflected in development and execution of a Unified State Plan, issuance of policy and procedural guidance, reinforced by fiscal and programmatic monitoring. (Written confirmation of the reassignment of WIOA administrative entity functions to the WDC was issued by the Governor on October 20, 2015.)

Upon receipt of the federal allotment, WDC support staff allocate funds by federal formula to the four Local Areas (Counties) within the state. County agencies, designated by the Chief Local Elected Official (CLEO) or Mayor, as local WIOA administrative entities/fiscal agents receive and distribute these funds in accordance with federal and state directives and the policy framework established by Local Workforce Development Boards (LWDBs). Adult and Dislocated Worker Program service providers are either selected through government to

government contracts or competitively procured. The LWDBs can operate the youth programs directly or competitively procure them.

A bill to amend HRS Chapter 202 was submitted as part of the Governor’s 2016 administrative package to bring Hawaii’s WDC into compliance with WIOA. The bill passed the Legislature and was signed into law by the Governor. The new board structure increases the board composition from thirty-one (31) to forty-one (41) members, with the majority (50%+) from the private business sector

The Workforce Development Council Organizational Chart can be found at this link:
<http://labor.hawaii.gov/wdc/files/2016/03/WDC-Org-Chart.png>

The Department of Labor and Industrial Relations Organizational Chart can be found at this link: <http://labor.hawaii.gov/wdc/files/2016/03/DLIR-Org-Chart.png>

Department of Education Organizational Chart:

Superintendent
Deputy Superintendent
Assistant Superintendent – Office of Curriculum and Instructional Design
Director – Curriculum Innovation Branch
Section Administrator – Career Readiness Section
State Director of Adult Education/Educational Specialist Community Education

Department of Human Services Organizational Chart:

<u>Department of Human Services:</u>	<u>For Administrative Purposes:</u>
Administrative Appeals Office	Office of Youth Services
Budget, Planning, and Management Office	Hawaii Public Housing Authority
Office of Information Technology	Hawaii State Commission on the Status of Women
Benefit, Employment, & Support Services Division	Commission on Fatherhood
Social Services Division	
Audit, Quality Control & Research Office	
Fiscal Management Office	
Personnel Office	
Med-Quest Division	

- (B) State Board. Provide a description of the State Board, including-*
- (i) Membership Roster. Provide a membership roster for the State Board, including members’ organizational affiliations.*
 - (ii) Board Activities. Provide a description of the activities that will assist State Board members and staff in carrying out State Board functions effectively.*

The Council consists of 41 members. A majority of 21 board members represent the private sector organizations. Of these, four represent their local workforce development boards. Eight members, or 20% of the board, represent labor or workforce development organizations, one of

which is a Native Hawaiian organization that operates workforce development programs. Also represented are the Governor, four members of the Governor’s cabinet, all four county Mayors, two members of the Legislature, and the President of the University of Hawaii. Members representing the private sector, labor, and workforce organizations are appointed by the Governor. Members representing their county (local) workforce development boards are appointed by the Mayors of their respective counties. The Governor, Mayors, the Governor’s cabinet members and the President of the University of Hawaii are *ex-officio* voting members of the Council.

WDC meets quarterly and at such other times as deemed necessary as the chairperson determines or as provided by the rules of the board. The Governor and the members of the cabinet may designate in writing another person to attend meetings and vote on their behalf. The Chair of the Council is appointed by the Governor in accordance with HRS Chapter 202 and is selected from private sector members. The Chair serves as the spokesperson for the Council. The Vice Chair is elected by council members.

HAWAII WORKFORCE DEVELOPMENT COUNCIL

WIOA COMPLIANT BOARD STRUCTURE

Private Sector Members (Majority of the Board)	21
Representing Private Sector Organizations	17
Representing Private Sector of Local Workforce Development Boards	4
Labor and Workforce Members (20% of the Board)	8
Representing Labor, Workforce, or Apprenticeship Organizations (at least 2 from labor)	7
Representing a Native Hawaiian Organization	1
Governor	1
Legislator from each chamber	2
Mayors of Hawaii’s four counties (local areas)	4
Directors representing core government partners: Human Services, Economic Development and Tourism, Education, Labor, University of Hawaii	5
TOTAL	41

i. Membership Roster

Roster of WDC Members:

Last Name	First Name	Title	Organization	WIOA Requirement
Gibson	Yvette	HR Manager, Talent Acquisition	Hawaii Pacific Health	Private Sector
Hayashi	Alan	Owner	Consult 808	Private Sector
Ito	Jason	Director of Admin, Labor & Comm Relations	Kyo-Ya Management Co., Ltd. (Marriott)	Private Sector
Kamiya	Michael	Sales Director	Kamiya Gold, Ltd	Private Sector
Kaneshige	Glen	President	Nordic PCL Construction, Inc.	Private Sector
Kitajima	Ian	Director of Corporate Development	Oceanit	Private Sector
Knox	Sean	President	Hawaii Employment Services, Inc.	Private Sector
Moy	Alicia	President/CEO	Hawaii Gas	Private Sector
Nojima	Sheryl	President	Gray, Hong, Nojima, and Associates	Private Sector
Okinaka	Shannon	Executive Vice President & CFO	Hawaiian Airlines	Private Sector
Richardson	Edward	Owner	Edward V. Richardson, LLC	Private Sector
Tatsumura	Brian	Owner	Briant 808 LLC	Private Sector
Topping	Sunshine	Sr. VP Human Services	Hawaii Pacific Health	Private Sector
Poehnelt	John	Chair	Kauai Workforce Development Board	Private Sector
Chang	Jason	Chair	Oahu Workforce Development Board	Private Sector
DeLuz, Jr.	David	Chair	Hawaii County Workforce Development Board	Private Sector
Wilkins (WDC Chair)	Leslie	Chair	Maui County Workforce Development Board	Private Sector
Lee	Brian	Director	Hawaii Laborers-Employers Cooperation and Education Trust Fund	Labor
Marrone	Gladys	CEO	Building Industry Association of Hawaii	Labor
Shima	Chuck	Training Coordinator	Plumbers Union Local 675	Labor
Wong	Karen	VP for Workforce Development	Lanakila Pacific	Workforce
Whitman	Winona	Statewide Director of Employment & Training	Alu Like, Inc.	Native Hawaiian
Nakashima	Mark	Representative	State House of Representatives	State House
Chang	Stanley	Senator	Hawaii State Senate	State Senate
Victorino	Mike	Mayor	County of Maui	CLEO
Caldwell	Kirk	Mayor	City & County of Honolulu	CLEO
Kawakami	Derek	Mayor	County of Kauai	CLEO
Ige	David	Governor	State of Hawaii	Governor
Kim	Harry	Mayor	Hawaii County	CLEO
Bhanot	Pankaj	Director	Department of Human Services (DHS)	Vocational Rehabilitation/TANF
Murakami	Scott	Director	Dept. of Labor and Industrial Relations	Wagner Peyser, Unemployment Insurance

Kishimoto	Christina	Superintendent	Department of Education (DOE)	Adult Education
Lassner	David	President	University of Hawaii System	Career Pathways
McCartney	Mike	Director	Dept. Business, Economic Development and Tourism	Business Development

*board vacancies are pending Governor's appointments

ii) Board Activities:

The Governor signed Act 57 (6/6/2016), resulting from HB 2362, which legislatively authorized the WIOA compliant Workforce Development Council, with 41 members. Act 57 aligns the purpose, objectives, roles and responsibilities of the Council with the requirements of WIOA.

(HB2362: http://www.capitol.hawaii.gov/session2016/bills/HB2362_CD1_.pdf)

The Council's Chair is appointed by the Governor. The Vice Chair is elected by the members of the Council. The Chair and Vice Chair, along with the Chairs of the Council Committees constitute the Executive Committee. All Council Committees will operate under Hawaii's Sunshine Laws and will meet as necessary.

The Council held two strategic planning sessions in August and November 2016. The Council's "Strategic Plan 2020" is posted at: <https://labor.hawaii.gov/wdc/files/2012/11/Final-WDC-Board-Strategic-Plan-Dec-2016.pdf>. The Council is currently drafting a new four-year strategic plan for 2020-2024.

The Strategic Plan identified the board's Vision, Mission, Values, and Practices

Vision:

"Ensure all employers have competitively-skilled employees, and all residents have sustainable employment and self-sufficiency."

Mission:

"It is the intent of the Hawaii Workforce Development Council to support and guide the implementation of the Unified State Plan through active collaboration and regional sensitivity; for the purpose of aligning, coordinating and integrating workforce services to meet the needs of employers and residents in order to foster a robust economy."

Values:

Collaboration and Teamwork; Commitment and Determination; Innovation; Adaptive and Change Ready; Accountability and Responsibility; Integrity.

The plan also identifies strategic priorities, goals and objectives, next steps, and the work of the committees.

WDC Committees:

- Data Management and Technology

- Employer Engagement
- Finance
- Performance Measures and Accountability
- Sector Strategies and Career Pathways
- Youth Services
- Military and Veteran's Affairs
- Executive Committee

The Data Management and Technology committee evaluates HireNet Hawaii, WDC websites, data collection system and other available systems to make recommendations to the Executive Committee and full Council.

With the agreement of the core partners, the Data Management and Technology committee took the lead in development of the Hawaii Online Workforce Referral System. In 2016, the WDC was awarded the National Reemployment and System Integration Dislocated Worker Grant (RSI-DWG). A portion of the funds awarded with this grant was used to develop the referral system. The Hawaii Online Workforce Referral System was developed to streamline the application process for individuals who seek employment services and integrate the participant management systems of WIOA Titles I, II, III & IV. Through the utilization of the referral system, individuals create an account, then complete a brief question set to determine if they qualify for any WIOA services. If an individual qualifies for WIOA services, AJC 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 to having to visit the AJC directly provides valuable time savings for busy individuals.

The Finance Committee of the WDC reviews quarterly expenditures of the Title I programs to determine the status of each program's spending during the program year. WDC considers both fiscal and performance outcomes during the program year to evaluate the local area's program effectiveness. The information allows the committee to make recommendations during the program year on immediate actions that LWDBs should take.

The Sector Strategies and Career Pathways committee will convene sub-committees based on key industry sectors and career pathways identified in the Unified Plan. These sub-committees will provide employer and industry perspective and discussions to develop traditional and non-traditional education pathways. The objectives of the sub-committees are:

- Assess training needs and skills gaps, inventory current resources and services, identify high priority gaps;
- Build stronger networks between firms and among education and training partners to identify high-priority skill gaps and in-demand sectors;
- Review and provide feedback on HDOE and UHCC's standards and assessments, academic and career technical content and work skills;
- Increase high quality, work-based learning opportunities for secondary and postsecondary students that lead to industry recognized credentials;

- Identify new industry-recognized credentials or work-based programs that give companies confidence in skills of new hires and provide workers with more mobility;
- Develop opportunities for professional development training for teachers, school/job counselors, training providers, etc.;
- Identify policies and/or strategies to sustain the model.

The Performance Measures and Accountability Committee voted to move forward with 7 projects:

- 1) Committee members will tour each local area's AJC and interact with staff, partners, and LWDB leadership as part of the committee meeting. Travel to each of the counties will coincide with their board meetings and the committee will request that local area stakeholders are invited to the meetings.
- 2) The development a website for each local area to post LWDB documents, agenda, and meeting minutes; policies and procedures; AJC information; and other information as appropriate. WDC staff is in the process of creating the web pages which will be accessed through the WDC home page. It is anticipated that the web pages will be available in March 2020.
- 3) Training and technical assistance to LWDB staff and board members. WDC has offered these training sessions in the past (Maher and Maher, Federal Officers) and it has proven helpful, particularly to local areas with new administrations. Each county will be offered the training with the option to customize the extent and direction.
- 4) Provide training to Eligible Training Providers (ETPs) on performance reporting and how to use open source codes for the required data collection. This training is necessary for PY19 performance reporting. After July 1, 2020, the new HireNet Hawaii contract will include a module for ETPs which should make performance reporting less cumbersome.
- 5) The Committee Chair and Vice Chair will attend the annual National Association of Workforce Boards (NAWB) meeting.
- 6) Contract with a consultant to conduct an evaluation of organizations statewide and out-of-state with offices in Hawaii who would qualify to provide Title I services as service providers, then work with them to connect with state and local boards. With this project, the Committee hopes to address the issue of no responses to RFPs due to lack of providers; lack of interest due to requirements and/or low payouts; and eliminate a monopoly by a particular service provider. The consultant, contracted over a number of years, would help to identify challenging areas, then screen and be a part of the selection process.
- 7) The Committee will consider approving a policy that WDBs not meeting performance measures for 2 years would make the service provider ineligible to continue or require a RFP to be issued; or have consequences for not meeting agreed upon performance goals. This policy is related to the Project 6.

The Employer Engagement Committee contracted two consultants to provide recommendations for employer engagement in the State's workforce system. The first consultant has drafted a Statewide Business Services Framework Plan that will coordinate the business services of the partner programs in the workforce system. The plan will aid in widening the reach of the employer engagement

system, develop the expertise and services of the business engagement team members, and ensure that the needs of employers are met.

The second consultant conducted qualitative and quantitative assessments of the AJC Hawaii brand among employers. Interviews were conducted with employers to discover employers' awareness, perception, and usage of the AJCs. The assessments were followed by recommendations to improve services and increase awareness of available services, increase brand awareness, maintain brand awareness, rollout of the new plan, and development of an outreach plan. The goal of the Employer Engagement Committee is to increase employer participation rates, including repeat customers and to increase the retention rates of employees placed into employment by the AJCs. This rate would help raise the confidence of employers in the workforce system and lead to increased employer engagement.

The Military & Veteran Affairs Committee (M-VAC) provides a forum for transition program leaders and stakeholders to explore career transition challenges unique to veterans, service members and their spouses, National Guard and Reserve members. The committee's focus is to increase awareness of access to resources that lessen the impact of transition. With an abundant knowledge of resources in the tool kits, committee members have additional expertise to provide quality transition services to their Soldier, Sailor, Marine, Coast Guard, and Airmen personnel.

Some key takeaways and benefits for committee members is an enhanced awareness of state and federal resources and promising practices; streamline collaboration with committee members serving populations having similar or the same transition challenges; and an in-depth understanding of the economic challenges that service members and veterans should prepare for, if they aspire to live and work in Hawaii.

Since its inception on December 8, 2016 and its first organized meeting on July 10, 2017, the M-VAC has achieved the following.

- Grown its membership to over thirty volunteers comprised of military transition specialists from the military bases of all the armed services and the Department of Homeland Security and a robust network of military transition stakeholders.
- Convened 22 meetings, hosted 23 presentations and a tour of the American Job Center.
- Elevated members' awareness of the in-demand occupations in Hawaii.
- Hosted a meeting with senior leaders of the Washington D.C. office of the Hiring Our Heroes Military Spouse Program.
- Activated the military spouse employment working group and introduced portable career options for military spouses.
- Developed and distributed an information packet on the cost-effective route to a Hawaii Commercial Driver's License.

Key activities to sustain that drive the committee's success in support of the Hawaii WIOA Unified Plan and services to the veteran population.

- Sustain collaboration with national and state veteran service organizations such as the National Association of State Workforce Agencies Military Affairs Committee, the Hawaii Chamber of

Commerce Military Affairs Council, U.S. Chamber of Commerce Foundation Hiring Our Heroes, and the U.S. Department of Labor Veterans Employment and Training Service.

- Sustain members' interest, participation and connection to the committee's work with relevant and substantive agenda topics and problem sets.
- Sustain quality presentations that add value and knowledge to each member's tool kit.
- Set up additional working groups to dive into transition concerns of committee members.
- Expand committee membership to include individuals from the three neighbor island counties: Hawaii, Kauai, and Maui. Currently, all 30 volunteer members and the organizations they represent are in the County of Honolulu.

The WDC Youth Services Committee has prioritized funding available through the Finance Committee to supplement local board Youth Programs with funds to enhance capacity and resources for the following youth program service elements: entrepreneurial skills training, postsecondary education and transition activities, paid and non-paid work experience, and comprehensive guidance and counseling services.

This Youth Committee supports the work of the local boards and AJCs in developing their Youth Programs and contributes to the design of a comprehensive community workforce development system, with opportunities on career pathways for all youth in the state of Hawaii.

(4) Assessment and Evaluation of Programs and One-Stop Program Partners.

(A) Assessment of Core Programs. Describe how the core programs will be assessed each year based on State performance accountability measures described in section 116(b) of WIOA. This State assessment must include the quality, effectiveness, and improvement of programs broken down by local area or provider. Such state assessments should take into account local and regional planning goals.

Core Programs will be assessed each year based on the performance reports generated for federal reporting purposes, broken out by local areas and providers. Data in HireNet Hawaii can be further broken out by quarters and offices to determine progress, identify deficiencies, and forecast results by end of the year. Additional reports also can be generated to help pinpoint causes of deficiencies and manage workload for better results.

Annual on-site monitoring and more frequent desk monitoring will be conducted of each local area's programs to review administration and operations of programs for compliance and effectiveness. Depending on availability of funds, customer satisfaction surveys of employers and participants may be performed to supplement report data and on-site reviews.

WDC's Performance Measures and Accountability committee is tasked with tracking program outcomes and performance goals and assessing the effectiveness of the state-wide programs as well as any pilot or special programs that may be implemented. When appropriate, this committee will make recommendations to the full Council on any action to be taken, recommendations, or corrective action plans. The Performance Measures and Accountability Committee voted to move forward with 7 projects, among them are:

- 1) Committee members will tour each local area's AJC and interact with staff, partners, and LWDB leadership as part of the committee meeting. Travel to each of the counties will coincide with their board meetings and the committee will request that local area stakeholders are invited to the meetings.
- 2) Provide training to Eligible Training Providers (ETPs) on performance reporting and how to use open source codes for the required data collection. This training is necessary for PY19 performance reporting. After July 1, 2020, the new HireNet Hawaii contract will include a module for ETPs which should make performance reporting less cumbersome.
- 3) Contract with a consultant to conduct an evaluation of organizations statewide and out-of-state with offices in Hawaii who would qualify to provide Title I services as service providers, then work with them to connect with state and local boards. With this project, the Committee hopes to address the issue of no responses to RFPs due to lack of providers; lack of interest due to requirements and/or low payouts; and eliminate a monopoly by a particular service provider. The consultant, contracted over a number of years, would help to identify challenging areas, then screen and be a part of the selection process.
- 4) The Committee will consider approving a policy that WDBs not meeting performance measures for 2 years would make the service provider ineligible to continue or require a RFP to be issued; or have consequences for not meeting agreed upon performance goals.

The Finance Committee of the WDC reviews quarterly expenditures of the Title I programs to determine the status of each program's spending during the program year. WDC considers both fiscal and performance outcomes during the program year to evaluate the local area's program effectiveness. The information allows the committee to make recommendations during the program year on immediate actions that LWDBs should take. The Committee provides early alerts during the program year to local areas where funds likely will be unspent and returned at the end of the program year.

WDC has been establishing transparency for financial and budgetary information for statewide funds and funds available to local areas by providing dashboards and quarterly reports to each WDC member at WDC meetings.

(B) Assessment of One-Stop Program Partner Programs. Describe how other one-stop delivery system partner program services and Combined State Plan partner programs included in the plan will be assessed each year. Such state assessments should take into account local and regional planning goals.

WDC has issued a One Stop Certification (AJC) Policy which provides an assessment tool for the LWDBs and AJCs: WIOA Bulletin 13-16 Change 1, <https://labor.hawaii.gov/wdc/files/2019/04/Final-Bulletin-13-16-Change-1-w-Appendices.pdf>

The Certification policy provides an assessment of how well partner programs are delivering services in the AJC. The scoring system is intended to create an objective

point system that awards compliance with WIOA and its Final Rules and to provide job seekers and employers with an integrated system with a comprehensive Center designed around their service needs.

The State and Local workforce development systems and the one-stop partners will use the scores to identify strengths, areas of opportunity, staff training needs, where to devote technical assistance resources, and to optimize partner participation and co-location at the Centers. The Certification may also be used to assess One-Stop Operator performance.

Individual programs will be assessed according to their performance results, programmatic accessibility, customer satisfaction, and their fiscal results, such as cost per participant, percentage of program costs spent on training, and whether the program is meeting the WIOA requirements. (e.g. Youth: 75% out-of-school youth; 20% minimum for work experience)

Each LWDB has a committee tasked with contract compliance or accountability of service providers. These committees will review, monitor, and assess performance of the programs in their local areas; and may make recommendations or ask for corrective action.

(C) Previous Assessment Results. Beginning with the state plan modification in 2018 and for subsequent state plans and state plan modifications, provide the results of assessments of the effectiveness of the core programs and other one-stop partner programs and Combined State Plan partner programs included in the Unified or Combined State plan during the preceding 2-year period (i.e. the 2-year period of the plan modification cycle). Describe how the State is adapting its strategies based on these assessments.

Title I-Adult, Dislocates Worker and Youth Programs

Performance reports are provided to the WDC Council's Performance Measures and Accountability Committee who review and evaluate the performance and expenditures and make recommendations to the full board. The Finance Committee of the Council reviews the budget and expenditures and meets with the Performance Measures and Accountability Committee when necessary. Both committees make recommendations on potential actions to be undertaken by the WDC and recommends corrective actions.

WDC's local area liaisons meet by telephone conference monthly to review expenditure and performance results with LWDB staff. Liaisons make recommendations and provide technical assistance as necessary to improve end-of-year results.

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.

Tables 2.1, 2.2, and 2.3 show the statewide target and actual performance levels in PY 2017 and PY 2018 for WIOA Title I participants. Table 2.4 shows the statewide target and actual performance levels in PY 2017 and PY 2018 for WIOA Title III participants. The calculated performance scores are shown for each program year.

Table 2.1. Statewide Adult Program Performance Levels, Program Years 2017 and 2018

Indicator	PY 17 Target	PY 17 Actual	PY 17 Score	PY 18 Target	PY 18 Actual	PY 18 Score
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%	—

Note: Targets were not set for the Measurable Skill Gains performance indicator.

Table 2.2. Statewide Dislocated Worker Program Performance Levels, Program Years 2017 and 2018

Indicator	PY 17 Target	PY 17 Actual	PY 17 Score	PY 18 Target	PY 18 Actual	PY 18 Score
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%	—

Note: Targets were not set for the Measurable Skill Gains performance indicator.

Table 2.3. Statewide Youth Program Performance Levels, Program Years 2017 and 2018

Indicator	PY 17 Target	PY 17 Actual	PY 17 Score	PY 18 Target	PY 18 Actual	PY 18 Score
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 2.4. Statewide Wagner-Peyser Program Performance Levels, Program Years 2017 and 2018

Indicator	PY 17 Target	PY 17 Actual	PY 17 Score	PY 18 Target	PY 18 Actual	PY 18 Score
Employment Rate, Q2	55.0%	58.7%	106.7%	59.7%	37.5%	62.8%
Employment Rate, Q4	58.0%	61.2%	105.5%	58.0%	40.8%	70.3%
Median Earnings	\$5,114	\$5,933	116.0%	\$5,100	\$6,047	118.6%

Tables 2.5, 2.6, and 2.7 break down the State's PY 2018 WIOA Title I performance levels by local areas. All columns are actual levels of performance.

Table 2.5. Local Area Adult Program Performance Levels Comparison, Program Year 2018

Indicator	Statewide	Hawaii	Kauai	Maui	Oahu
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%

Table 2.6. Local Area Dislocated Worker Program Performance Levels Comparison, Program Year 2018

Indicator	Statewide	Hawaii	Kauai	Maui	Oahu
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%

Table 2.7. Local Area Youth Program Performance Levels Comparison, Program Year 2018

Indicator	Statewide	Hawaii	Kauai	Maui	Oahu
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.

The State is using "Retention with the Same Employer" and "Repeat Business Customer" indicators as recommended and designed by the U.S. Department of Labor to measure effectiveness in serving employers. Tables 2.8 and 2.9 show the State's performance levels in serving employers effectively. Table 2.8 compares the statewide levels in PY 2017 and PY 2018. Table 2.9 breaks down the PY 2018's levels by local areas.

Table 2.8. 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%	—
Repeat Business Customer Rate	45.4%	1,423	34.9%	1,560

Table 2.9. Local Area Effectiveness Serving Employers Comparison, Program Year 2018

Indicator	Statewide	Hawaii	Kauai	Maui	Oahu
Retention with the Same Employer Rate, Q2 and Q4	49.1%	52.1%	54.1%	44.8%	49.0%
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 breakdown of this outcome across the state was around 50% with little variability. Only Maui County reported the lowest retention rate.

The percentage of repeat business from 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.”

The percentage of repeat business in all counties was consistent at one-third of all employers that used workforce system services.

Title II- Adult Education

In programs years 2016 and 2017 the HDOE adult education program had a decrease in the overall number of participants. The population consisted of a slightly higher number of females compared to males and the majority of participants were in the 25-44 age group.

The Measurable Skills Gain target was met in program years 2016 and 2017, with a gain of 5.13% from program year 2016 to 2017.

There was a significant increase in the number of English Language Learner (ELL) students, a 137.75% increase from program year 2016 to 2017.

Characteristic	Program Year 16-17	Program Year 17-18	Change
Total Participants Served	5439	5006	-7.94%
Gender Male	2719	2415	-11.18%
Gender Female	2720	2591	-4.74%
Majority Age	25-44	25-44	NA
English Language Learners	649	1543	137.75%

Measurable Skills Gain	Target 34.00%	Actual 34.16%	Target 35.00%	Actual 39.29%	Actual 5.13%
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Strategies the HIDEOE adult education program will utilize based on the overall results include the following.

- Further development of the Integrated English Literacy and Civics Education (IELCE) program to service the increased number of ELL students.
- Continue developing career pathways to increase partnerships with business and industry to provide employment experiences along with academic learning to engage students.
- Transition coordinators will continue to provide monitoring of students to ensure they are achieving their program goals through better student-teacher relationships and counseling.
- Ongoing support of the partnership with the University of Hawaii Community Colleges (UHCC) to provide transition programs to allow more students to attend the community college after completing their program.

Title III Wagner-Peyser Employment Service

Performance Measures show the following:

- Employment in 2nd quarter after exit: Actual: 37.5%, Goal: 59.7%
- Employment in 4th quarter after exit: Actual: 40.8%, Goal: 58.0%
- Median Earnings 2nd quarter after exit: \$6,047 Goal: \$5,100
- Repeat Business Customer Rate: Actual: 34.9%
- Retention with the Same Employer 2nd & 4th Quarter After Exit: 49.10%

Hawaii has experienced among the lowest unemployment rates of all states over the past few years, which has dramatically increased the number of job openings posted in HireNet Hawaii while the number of job seekers has decreased. To meet the growing demand for qualified workers, more employer outreach and business engagement activities will be conducted with core partners and other agencies to gain a better understanding of business workforce needs. With employer collaboration there will be a continued focus in developing a more effective menu of services that upgrades the skills of their workforce to an optimum level. This will enable the business to upgrade the skills of their current and future workforce which will potentially increase the capacity of the business to hire more workers.

In addition, underserved populations such as persons with disabilities, veterans, ex-offenders and low-income will be targeted to expand the job seeker pool. Capacity building obtained through Disability Employment Initiative will enable more staff, in coordination with Division of Vocational Rehabilitation, Department of Health, and other partners, to assist employers in employing persons with disabilities. These services include customizing employment for individuals with significant barriers to employment. This employment option, combined with federal and state tax credits, will increase the incentives for employers, including federal contractors, to hire persons with disabilities. The Hire Vets Medallion Program will also be utilized with outreach to employers who recruit, employ and retain veterans.

(D) Evaluation. Describe how the State will conduct evaluations and

research projects on activities under WIOA core programs; how such projects will be coordinated with, and designed in conjunction with, State and local boards and with State agencies responsible for the administration of all respective core programs; and, further, how the projects will be coordinated with the evaluations provided for by the Secretary of Labor and the Secretary of Education under WIOA.

The WDC is helping the local boards and AJCs understand their client base better through demographic, socioeconomic, and labor market information research. The information gathered will help local boards and AJCs make strategic decisions on funding and other resources, determine outreach strategies and program design.

The following research topics were conducted by WDC:

1) “The Underserved Populations in Hawaii”

The WDC has completed a report on the underserved population in Hawaii that goes into further detail than the percentage of the population that is in an underserved demography – there are age, gender, and geographic breakdowns, to give the local boards and AJCs better insight into the types of underserved job seekers there are in each county, and where these underserved job seekers might be. The report also included labor force participation and unemployment rates of these underserved populations, to help the local boards and AJCs determine where to focus their limited resources and where to focus program outreach. The findings will be presented to each county’s local boards, AJCs, WIOA partners, and WDC board.

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

Link to report: <https://labor.hawaii.gov/wdc/files/2019/06/Underserved-Population-Report.pdf>

2) “Hawaii Laborshed: Who Stays, Leaves, and Comes”

The report examines the workforce flow, from residence to place of work. This information can help workforce programs in multiple ways. First, it 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. Second, employers can use this information to make informed decisions on relocation or expansion, the latter of which is critical to providing opportunities to job seekers. Third, planners, economic developers, and policy makers can evaluate whether worker and employer needs are being met with regards to infrastructure and economic development policies. This research uses basic, publicly available workforce flow data from the Longitudinal Employer-Household Dynamics (LEHD) Origin-Destination Employment Statistics (LODES) data set from the Census Bureau, with the hopes that it can spark interest in developing a more thorough survey tool that can answer specific questions the local boards, AJCs, core partners, and employers might have regarding workforce development and the home-to-work flow of workers. The report is will be presented to the local boards, AJCs, WIOA partners, and WDC board.

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)): 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

3) “Disconnected Youth”

Disconnected youth, also known as unattached youth, are you adults who are disconnected from society by not being attached to an educational institution or a job. Broadly speaking, they are not attending school and are not employed. Generally, the age range is 16 years old to 24 years old.

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. The low unemployment rate in Hawaii means a larger percentage of disconnected youth in Hawaii are not in the labor force (as opposed to being unemployed).

Links:

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

Presentation: <https://labor.hawaii.gov/wdc/files/2019/07/Disconnected-Youth-Online.pdf>

4) “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.

In-state partners include the Research and Statistics Division of the DLIR, 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.

(5) Distribution of Funds for Core Programs. Describe the methods and factors the State will use in distributing funds under the core programs in accordance with the provisions authorizing such distributions.

(A) For Title I programs, provide a description of the written policies that establish the State's methods and factors used to distribute funds to local areas for—

- (i) *Youth activities in accordance with WIOA section 128(b)(2) or (b)(3),*
- (ii) *Adult and training activities in accordance with WIOA section 133(b)(2) or (b)(3),*
- (iii) *Dislocated worker employment and training activities in accordance with WIOA section 133(b)(2) and based on data and weights assigned.*

i) Youth Formula Factors

Under WIOA the State will use the Sub-State Allocations Statutory Formulas for both the Youth and Adult Programs (TEGL 16-18). To prevent wide fluctuations in annual funding amounts and disruption to services, the 90% “hold harmless” will also be continued so that each county is assured of receiving at least 90% of the average of the two previous years’ proportion of funds.

Allocation Factor	Weight Assigned In Formula
Areas of Substantial Unemployment	0.3333
Excess Number of Unemployed	0.3332
Economically Disadvantaged Youth	0.3334
Total	1.0000

The State Plan does not amend the weight assigned to the formula, nor does it add additional factors.

ii) Adult and training activities in accordance with WIOA section 133(b)(2) or (b)(3),

Under WIOA the State will use the Sub-State Allocations Statutory Formulas for both the Youth and Adult Programs (TEGL 16-18). To prevent wide fluctuations in annual funding amounts and disruption to services, the 90% “hold harmless” will also be continued so that each county is assured of receiving at least 90% of the average of the two previous years’ proportion of funds.

Adult Formula Factors

Allocation Factor	Weight Assigned In Formula
Areas of Substantial Unemployment	0.3333
Excess Number of Unemployed	0.3333

Allocation Factor	Weight Assigned In Formula
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Economically Disadvantaged	0.3334
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Total	1.0000
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The State Plan does not amend the weight assigned to the formula, nor does it add additional factors.

iii. Dislocated worker employment and training activities in accordance with WIOA section 133(b)(2) and based on data and weights assigned.

The State will use five of the six factors specified in the Sub-State Allocations Statutory Formula (as shown in the following table) to allocate Dislocated Worker Program funds. Consistent with previously approved State Plans, Hawaii assigns a zero weight to the Mass Lay-off and Plant Closing factor. The rationale for the assigned weight:

(a) Inventory of Available Data Sources: There are no available, accurate sources of Mass Lay-off/Plant Closing data. At the national level, the Bureau of Labor Statistics no longer produces this data and Hawaii does not collect within-state administrative data for this factor.

(b) Data Factor Weight: The State is unable to calculate a weight due to the absence of data for this factor.

(c) Formula Distributes Funds Equitably Statewide: There were no other factors for which data was available that would add significant value to the DW formula.

As required by statute, the 90% “hold harmless,” of the average allocation percentage of the local area for the two preceding fiscal years, will be applied to the Dislocated Worker formula. The factors and Dislocated Worker formula are presented in the table below:

Dislocated Worker Formula Factors

Allocation Factor	Weight Assigned In Formula
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Insured Unemployed	0.20
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Total Unemployed	0.20
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Plant Closing/Mass Layoff	0.00
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Farmer/Rancher Data	0.20
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Long-Term Unemployed	0.20
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Declining Industries	0.20
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Total	1.00
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The State Plan amends the weights assigned to the formula, to compensate for the "0" weight assigned to the Plant Closing/Mass Layoff factor.

Based on anticipated workforce needs and lay-off aversion strategies, up to 25% will be set aside from the Dislocated Worker Program for Rapid Response activities.

Alternate Methods of Calculating Sub-State Allocations

WDC staff evaluated the discretionary formula for sub-state allocations to determine how the formula would affect allocation of Title I funds of the local areas under different scenarios.

Using the Discretionary Formula

A state may use a discretionary formula in combination with the standard allocation formula when distributing Youth Program funds and Adult Program funds to the local areas. For each program, no more than 30 percent of funds can be allocated based on the discretionary formula. Seventy percent of funds must be allocated based on the standard allocation formula. More information about requirements of the discretionary formula is found in the Training and Employment Guidance Letter (TEGL) No. 16-18. The discretionary formula must be based on the following two factors for each program:

- a. The relative excess number of individuals who are 74 percent below or under the poverty level in each local area, compared to the total excess of individuals who are 74 percent below or under the poverty level in all local areas in the state.
- b. The relative excess number of unemployed individuals who are above the statewide average unemployment rate in each local area, compared to the total excess of unemployed individuals who are above the statewide average unemployment rate in all local areas in the state.

Implementing these two factors for each program are described below. Equal weights are applied in both programs. A minimum percentage (or stop loss) must be applied, in the same manner as applied in the standard allocation formula, to ensure that no local area receives an allocation percentage that is less than 90 percent of the average allocation percentage received by the local area for the previous two years.

Youth Program Discretionary Formula

The following formula calculates the amount allocated to a local area for the Youth Program. The sum of the weighted discretionary factors is multiplied by 30 percent of the total amount of Youth Program funds allocated to all local areas.

$$LocalYouthShare = \left(\left(\frac{Lyp}{Syp} \right) Wp + \left(\frac{Lyu}{Syu} \right) Wu \right) 30\% \text{ of Youth Funds}$$

Where

LocalYouthShare = Amount Allocated to Local Area for the Youth Program

Lyp = Local Area's Excess Youth Poverty
 Syp = Statewide Excess Youth Poverty
 Lyu = Local Area's Excess Youth Unemployment
 Syu = Statewide Excess Youth Unemployment
 Wp = Excess Poverty Weight
 Wu = Excess Unemployment Weight

The data source for the excess poverty factor in the Youth Program discretionary formula is the "Age by Ratio of Income to Poverty Level in the Past 12 Months," (Identification no. B17024) collected from the most recent U.S. Census Bureau, "American Community Survey 1-Year Estimates." The data is by county. Individuals from ages 12 to 24 who are 74 percent below or under the poverty level are counted.

The data source for the excess unemployment factor in the Youth Program discretionary formula is the "Sex by Age by Employment Status for the Population 16 Years and Over," (Identification no. B23001) collected from the most recent U.S. Census Bureau, "American Community Survey 1-Year Estimates." The data is by county. Male and female individuals from ages 16 to 24 who are unemployed are counted. The statewide average unemployment rate is obtained from the U.S. Bureau of Labor Statistics, "Local Area Unemployment Statistics" (LAUS) program. The statewide unemployment rate must be an annual average of the same time period of the data used in the ACS data source. Excess unemployment is the difference between the local area's average unemployment rate and the statewide average unemployment rate.

Adult Program Discretionary Formula

The following formula calculates the amount allocated to a local area for the Adult Program. The sum of the weighted discretionary factors is multiplied by 30 percent of the total amount of Adult Program funds allocated to all local areas.

$$LocalAdultShare = \left(\left(\frac{Lap}{Sap} \right) Wp + \left(\frac{Lau}{Sau} \right) Wu \right) 30\% \text{ of Adult Funds}$$

Where

LocalAdultShare = Amount Allocated to Local Area for the Adult Program
 Lap = Local Area's Excess Adult Poverty
 Sap = Statewide Excess Adult Poverty
 Lau = Local Area's Excess Adult Unemployment
 Sau = Statewide Excess Adult Unemployment
 Wp = Excess Poverty Weight
 Wu = Excess Unemployment Weight

The data source for the excess poverty factor in the Adult Program discretionary formula is the "Age by Ratio of Income to Poverty Level in the Past 12 Months," (Identification no. B17024) collected from the most recent U.S. Census Bureau, "American Community Survey 1-Year Estimates." The data is by county. Individuals from ages 25 to 64 who are 74 percent below or

under the poverty level are counted.

The data source for the excess unemployment factor in the Adult Program discretionary formula is the “Sex by Age by Employment Status for the Population 16 Years and Over,” (Identification no. B23001) collected from the most recent U.S. Census Bureau, “American Community Survey 1-Year Estimates.” The data is by county. Male and female individuals from ages 25 to 64 who are unemployed are counted. The statewide average unemployment rate is obtained from the U.S. Bureau of Labor Statistics, “Local Area Unemployment Statistics” (LAUS) program. The statewide unemployment rate must be an annual average of the same time period of the data used in the ACS data source. Excess unemployment is the difference between the local area’s average unemployment rate and the statewide average unemployment rate.

Examples of Sub-State Allocation Scenarios

The following four tables provide examples of allocations to the local areas, based on the formulas described above. The calculated amounts are for demonstrative purposes only. The calculation shows that Maui county would increase its share in both the Youth Program and Adult Program when the discretionary formula is used. Kauai county’s share would decrease, however, in both programs when the discretionary formula is used.

The State of Hawaii may consider combining Kauai and Maui counties to be one local area. This change would eliminate one local board, since only one local board would be needed to administer program activities on two islands. The new allocated amount would be Kauai’s amount and Maui’s amount added together with no change when the allocation formula is used. When the discretionary formula is used, there would be an increase in allocated funds for both the Youth Program and the Adult Program.

Table 3.1.: Youth Program Sub-State Allocation (Sample)

Local Area	Allocation Formula	Discretionary Formula	Percent Change
Hawaii	\$427,815	\$415,695	-2.83%
Kauai	\$102,275	\$95,114	-7.00%
Maui	\$178,548	\$195,014	9.22%
Oahu	\$1,172,100	\$1,174,922	0.24%
Total	\$1,880,738	\$1,880,745	0.000372%

Table 3.2.: Adult Program Sub-State Allocation (Sample)

Local Area	Allocation Formula	Discretionary Formula	Percent Change
Hawaii	\$420,857	\$424,734	0.92%
Kauai	\$103,628	\$97,433	-5.98%
Maui	\$160,431	\$184,592	15.06%
Oahu	\$1,102,995	\$1,081,159	-1.98%
Total	\$1,787,911	\$1,787,918	0.000392%

Table 3.3.: Youth Program Sub-State Allocation, Kauai and Maui Areas Combined (Sample)

Local Area	Allocation Formula	Discretionary Formula	Percent Change
Hawaii	\$427,815	\$415,695	-2.83%
Kauai and Maui Combined	\$280,823	\$290,128	3.31%
Oahu	\$1,172,098	\$1,174,920	0.24%
Total	\$1,880,736	\$1,880,743	0.000372%

Table 3.4.: Adult Program Sub-State Allocation, Kauai and Maui Areas Combined (Sample)

Local Area	Allocation Formula	Discretionary Formula	Percent Change
Hawaii	\$420,857	\$424,734	0.92%
Kauai and Maui Combined	\$264,059	\$282,026	6.80%
Oahu	\$1,102,995	\$1,081,159	-1.98%
Total	\$1,787,911	\$1,787,919	0.000447%

(B) For Title II:

- (i) Describe how the eligible agency will award multi-year grants or contracts on a competitive basis to eligible providers in the State, including how eligible agencies will establish that eligible providers are organizations of demonstrated effectiveness.*

Under WIOA, the Adult Education and Family Literacy Act subsection “requires a description of how the eligible state agency will fund local activities in accordance with the consideration described in the law.” (NOTE: This refers to the list of 13 funding priorities as described in the Evaluation section of this plan.)

Title II Adult Education and Family Literacy funding will be used in such a manner as to ensure equitable access to services across all of the State’s four counties: Honolulu, Hawaii, Maui and Kauai, by taking into consideration relative population size as well as the literacy needs of each county. Specific county needs will be determined by reviewing the number of citizens needing literacy services within each county based on data from the American Community Survey and the State Census State Data Bureau.

The application process is designed such that eligible agencies will be invited to apply for funding from Section 231, and/or Section 225, and/or Section 243 funds, in one or more counties, depending upon their infrastructure, service area, and expertise.

The application includes separate sections for each category of funding and require detailed descriptions of services, budget narratives, etc., broken down by Section and by county or counties to be served. The HDOE reserves the right to award grants based on an application in its entirety or on specific sub-parts. The HDOE will compete Title II funds every 3 years; each year grantees will receive continuation

funding based on the submission of an annual grant application and effective performance, provided a federal Title II allocation award is received.

The HIDOE will make available no less than 82.5 % of the federal grant award to eligible providers in the form of allocation notices or contracts. Additionally, up to 20% will be extended for adult education services to correctional facilities. The HIDOE and each grant recipient will be limited to a maximum of 5% of their total award for administrative costs.

Eligible Providers

Eligible providers that may apply for a grant award under the WIOA Title II include:

- 1) A local education agency
- 2) A community-based organization of demonstrated effectiveness
- 3) An institution of higher education
- 4) A public housing authority
- 5) A faith-based organization of demonstrated effectiveness
- 6) A library
- 7) A consortium of agencies
- 8) For- and non- profit agencies of demonstrated effectiveness who are able to provided adult education services

Application Process

The HIDOE will adhere to the regulations in the Hawaii Administrative Rules on Procurement. The following suggested timeline will be utilized in the application process of Request for Proposals (RFPs).

Event	Timeframe
Funding Availability Notification (RFP)	March
Formation of Screening Committee	April
Application Deadline	May
Review and Rating of Grant Applications	June
Acceptance/Rejection Notification	July
Final Notification of Grant Awards	August
Program Year Begins	September

- (ii) *Describe how the eligible agency will ensure direct and equitable access to all eligible providers to apply and compete for funds and how the eligible agency will ensure that it is using the same grant or contract announcement and application procedure for all eligible providers.*

Funding Availability Notification

The HIDEOE, in collaboration with WIOA core partners, will develop the RFPs and announce the availability of grant funds under the auspices of WIOA Title II. The following communication mechanisms will be used to publicize the information:

- The announcement will be sent to the Unified State Plan (USP) partners and other agencies involved in the workforce development system
- The announcement will be disseminated through online statewide news and information websites, specifically on the Hawaii Community Education and State Procurement websites

The RFP will contain information pertaining to:

- 1) Type of grant
- 2) Contact person to obtain RFP guidelines
- 3) Grant application due date
- 4) Other pertinent information

Review and Selection Committee

The RFP review and selection committee will be comprised of the USP partners and other relevant stakeholders deemed appropriate by the core partners.

The committee will evaluate and rate each proposal based on screening criteria. Once the committee has made recommendations to the HIDEOE regarding tentative acceptance/rejection of proposals, the providers are notified.

Application Submittal

Applicants will be required to submit their completed RFP by the specified deadline to:

Hawaii Department of Education
Community Education Section
475 22nd Avenue, Room 219
Honolulu, HI 96816

The HIDEOE will screen submitted RFPs for completeness and date stamp them upon receipt to ensure only those received by the deadline are considered for acceptance.

Selection Process

Applications to provide adult education services as described and authorized under Title II of the WIOA will be reviewed by the Selection Committee. The HIDEOE will attach a point-based scoring rubric weighting the considerations, including those specific to each subpart (231, 225 and 243).

Applicants will be required to provide narrative detail (including a budget narrative) to demonstrate how they will meet each consideration.

Section 243 (Integrated English Literacy/Civics Education)

Eligible providers who apply for funds to offer literacy services within the context of Integrated English Literacy and Civics Education will be evaluated according to the same proposed criteria outlined below. In addition, their applications will be evaluated based their specific plans to provide English language acquisition and civics education concurrently and contextually with occupational training as part of an integrated education and training program.

Section 225 (Corrections)

Eligible providers who apply for funds to offer literacy services within the context of corrections/institutional settings will be evaluated according to the same proposed criteria outlined below. In addition, their applications will be required to include the assurance that individuals who are likely to leave the correctional institution within five years of participation in the program will be given priority of service.

The following represents the suggested evaluation criteria, based on the funding considerations described in WIOA Section 231 (e).

Criteria	Point Value
Measurable Goals	10
Past Effectiveness	5
Serving Most in Need	10
Intensity of Services	10
Effective Practices	5
Technology	5
Contextualization/Career Pathways	10
Staffing	5
Coordination and Collaboration	10
Flexibility and Support	10
Data Management	5
Budget	10
Staff Development Plan	5
Total	100

Family Literacy applicants with programs that offer a comprehensive family literacy component will be evaluated according to the same proposed criteria outlined above as well as the following additional criteria.

Criteria	Point Value
Interactive Parent /Child Activities	10
Parent Education	10

Adult Education	10
Child Education	10
Total	40

The HIDEOE ensures that all applicants will have direct and equitable access to apply for grants and contracts, and the same grant or contract process is used for all applicants.

The HIDEOE will announce the availability of grant funds under the auspices of WIOA Title II. The following channels of communication will be utilized to publicize the information and ensure direct and equitable access. (This is described in the “Eligible Providers” section.)

- (C) *Vocational Rehabilitation Program:*
In the case of a State that, under section 101(a)(2)(A)(I) of the Rehabilitation Act designates a State agency to administer the part of the Vocational Rehabilitation (VR) services portion of the Unified or Combined State Plan under which VR services are provided for individuals who are blind, describe the process and the factors used by the State to determine the distribution of funds among the two VR agencies in the State.

Hawaii designates a single VR agency.

(6) Program Data

- (A) *Data Alignment and Integration. Describe the plans of the lead State agencies with responsibility for the administration of the core programs, along with the State Board, to align and integrate available workforce and education data systems for the core programs, unemployment insurance programs, and education through postsecondary education, and to the extent possible, the Combined State Plan partner programs included in this plan. The description of the State’s plan for integrating data systems should include the State’s goals for achieving integration and any progress to date.*
- (i) *Describe the State’s plans to make the management information systems for the core programs interoperable to maximize the efficient exchange of common data elements to support assessment and evaluation.*

The Hawaii Online Workforce Referral System is being developed to streamline the application process for individuals who seek employment services and integrate the participant management systems of WIOA Titles I, II, III, and IV. This project is made possible through the Reemployment Data Systems Integration Grant sponsored by the U.S. Department of Labor. This online client enrollment system works to improve both client services and reporting with respect to data analysis and client activity.

The System will provide individuals a quick way to submit minimal information by answering questions that are then sent to the appropriate WIOA partner for follow up. The development of the System is in its final stages. Project designers are completing the final design for the homepage; and the refinement of the algorithm for referrals are being thoroughly tested to ensure accuracy. The planned completion date for the project is the end of December 2019. After completion, the Hawaii Online Workforce Referral System will go through beta testing with the County of Maui so the project team can receive feedback and resolve any issues discovered in the process. Once beta testing is completed, the Hawaii Online Workforce Referral System will go live statewide.

In addition, staff from the Electronic Data Processing Systems Office (EDPSO) and the WDC traveled to each County to preview the system to staff and partner program representatives. These meetings provided important feedback for the project team and they were able to incorporate these suggestions into the system, making it more efficient and effective for jobseekers. The project is currently in Phase I which just includes the e-mail referrals. Phase II of the project will eliminate the e-mail referral process. Referrals will be sent directly into participant management information systems. This phase includes extensive training for the partner programs and the development of training material.

The intent of this process is to gather comprehensive and consistent information so that appropriate workforce development services will be provided. Referrals will be made to services that are deemed appropriate and each provider will be responsible for following up with those referrals in order to provide services. This process will help coordinate and align services that are provided through the workforce development system and will ensure those needing services through the workforce system are receiving appropriate services.

This common intake and assessment process will also help to ensure that workforce services are streamlined and aligned across agencies, so that providers are providing the services they are specifically funded to provide rather than all providers attempting to “do it all for everyone that comes through their doors.”

Targeted outreach efforts will be coordinated with Veterans Services, postsecondary institutions, employers, community service providers, etc., to ensure that vulnerable populations, including unemployed workers, youth with disabilities, Native Hawaiians, homeless individuals and ex-offenders in re-entry are able to access needed services and are given priority of services.

The system will have the ability to include additional questions for workforce partner programs who wish to be part of the Hawaii Online Workforce Referral System.

HireNet Hawaii is a virtual One-Stop, developed and maintained by the current contracted vendor, Geographic Solutions. The vendor has implemented changes to the case management and reporting system required by WIOA regulations. Training for all staff users is provided by the vendor whenever a new version of the software is installed.

The Core and Mandatory Partners Working Groups meet regularly to facilitate program integration and implementation of common performance measures. The core partners have agreed to work directly with the Unemployment Insurance Division to develop and implement

memoranda of understanding for data sharing that adheres to federal and state laws. Unemployment wage information will be collected within AEFLA, DVR and WDC's information systems and will be used for WIOA annual performance reports, evaluations, as well as for workforce and labor market information.

The core partners realize that understanding the impact of educational programs requires more than assessing six and 12-month workforce outcomes. Monitoring the longer term workforce outcomes of the populations they serve is critical for: 1) identifying and evaluating the best practices of programs that are successful in transitioning participants to sustained and consistent workforce outcomes; 2) identifying the characteristics of sub-populations of WIOA participants in order to provide programs better suited to meet the needs of the populations served; and 3) identifying workforce trends over time by industry and by county in order to provide information for projection and planning purposes.

(ii) Describe the State's plans to integrate data systems to facilitate streamlined intake and service delivery to track participation across all programs included in this plan.

Core Partners and AJC partners will be intake points where Partners may refer individuals to its own programs or programs of other agencies as most appropriate for each person. The Hawaii Online Workforce Referral System will be the universal intake and facilitate referral of participants between the programs at the AJC. Regular meetings at the State and local levels among Partners and joint activities conducted among Partners will help develop and maintain the necessary relationships for a true collaboration. The leads at the local level to support these local meetings are the Counties, Local Workforce Boards, and/or AJCs.

The State and local areas are jointly responsible for ensuring the implementation of an effective common data system and reporting process. HireNet Hawaii provides a common database, case management, labor exchange, and participant reporting system for Title I, Wagner Peyser, Trade Adjustment Act (TAA), and Veterans Programs.

In addition, Vocational Rehabilitation and Adult Education will continue to maintain their own reporting systems for program-specific data beyond common measures that are required by their funding agencies. This was a decision made based on the extensive sets of personal and performance data required by Vocational Rehabilitation that are not necessary for coordination of services among agencies.

- *Explain how the State board will assist the governor in aligning technology and data systems across required one-stop partner programs (including design and implementation of common intake, data collection, etc.) and how such alignment will improve service delivery to individuals, including unemployed individuals.*

The WDC Data Management and Technology Committee is working with staff from the WDC and representatives from the WIOA Core Partners on the Hawaii Online Workforce Referral

System has been developed to streamline the application process for individuals who seek employment services and integrate the participant management systems of WIOA Titles I, II, III, and IV. This project is made possible through the Reemployment Data Systems Integration Grant sponsored by the U.S. Department of Labor. This online client enrollment system works to improve both client services and reporting with respect to data analysis and client activity.

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The intent of this process is to gather comprehensive and consistent information so that appropriate workforce development services will be provided. Referrals will be made to services that are deemed appropriate and each provider will be responsible for following up with those referrals in order to provide services. This process will help coordinate and align services that are provided through the workforce development system and will ensure those needing services through the workforce system are receiving appropriate services.

This common intake and assessment process will also help to ensure that workforce services are streamlined and aligned across agencies, so that providers are providing the services they are specifically funded to provide rather than all providers attempting to “do it all for everyone that comes through their doors.”

Targeted outreach efforts will be coordinated with Veterans Services, postsecondary institutions, employers, community service providers, etc., to ensure that vulnerable populations, including unemployed workers, youth with disabilities, Native Hawaiians, homeless individuals and ex-offenders in re-entry are able to access needed services and are given priority of services.

(iii) Describe the State's plans to develop and produce the reports required under section 116, performance accountability system. (WIOA section 116(d)(2)).

Core Partner staff also will have access to employer and job order information in HireNet Hawaii so they can analyze business services being performed by their providers and offices and improve coordination and management of employer engagement activities.

For WIOA Title I, Wagner-Peyser, Veteran, and Trade Adjustment Act reports, Geographic Solutions has updated HireNet Hawaii to produce required quarterly and annual federal reports.

Participant performance in all Core Programs (WIOA Adult, Dislocated Worker, and Youth Programs; Wagner-Peyser programs, Adult Education, Vocational Rehabilitation), Disabled Veterans Outreach Program, Local Veterans Employment Representative, and Trade Adjustment Act will be measured through data stored in HireNet Hawaii. All staff users and their providers are responsible to accurately enter data into HireNet Hawaii in a timely manner.

All quarterly and annual reports required by the federal government are generated from HireNet Hawaii data and electronically transmitted to the USDOL. DLIR extracts information on employment status and average earnings for all exiters from UI wage records. Local area staff and Core Partner staff also may enter supplementary information on jobs obtained by participants. At the end of each quarter and year, DLIR will transmit to each county and Core Partner their performance reports in the same format as the federal statewide report. Counties, Local Boards, and Core Partners will review their performance at least on a quarterly basis and take any necessary corrective actions to resolve deficiencies. Staff users can produce reports to assess and correct performance on an on-going basis. These reports, filtered by different criteria, dates, and target groups, enable staff to review different aspects of performance prior to or after outcomes are reported with the goal of continually improving performance. The new federal reporting system that will use demographics of participants exiting to determine the applicable performance goals should clarify the impact of different demographics of participants and make it easier to predict future performance without being penalized for serving persons with greater barriers to employment.

Planning Note: States should be aware that Section 116(i)(1) requires the core programs, local boards, and chief elected officials to establish and operate a fiscal and management accountability information system based on guidelines established by the Secretaries of Labor and Education. States should begin laying the groundwork for these fiscal and management accountability requirements, recognizing that adjustments to meet the elements above may provide opportunity or have impact on such a fiscal and management accountability system.

(B) *Assessment of Participants' Post-Program Success. Describe how lead State agencies will use the workforce development system to assess the progress of participants who are exiting from core programs in entering, persisting in, and completing postsecondary education, or entering or remaining in employment. States may choose to set additional indicators of performance.*

The Core Programs will use the second quarter after exit, fourth quarter after exit performance results, and median wage data to measure post-program success at both the

state and local levels. Additionally, WDC monitors, during their on-site monitoring, review a random selection of Adult, Dislocated Worker and Youth program physical participant files. During that review, monitors look at case notes and other documents for the required provision of follow-up services for one year after exit to confirm that follow-up services are provided. Follow up services increase retention rates of participants after exit.

The WDC Performance Measures and Accountability Committee will review performance results for all local areas, make recommendations, and establish performance action plans, as necessary.

The Division of Vocational Rehabilitation participants who obtain a post-secondary credential or high school diploma strengthen vocational assessment practices as the foundation for more comprehensive services which will meet customer needs, identify and address barriers to employment, and maximize outcomes. The assessments also identify a network of participants that have been successfully rehabilitated as mentors. These mentors can provide inspiration and advice to people on how to be successful in post-secondary education and work. They can model and reinforce high expectations.

The Adult Education program will continue to report performance measures through the National Reporting System as required under WIOA. The National Reporting System is an accountability system for reporting core indicators of performance for federally funded adult education programs (as required under WIOA, AEFLA subsection). This reporting system includes a set of student measures to assess the impact of adult education services and for continuous improvement.

The Adult Education program uses two student assessment systems: the Test of Adult Basic Education (TABE) for English speaking students, and the Comprehensive Adult Student Assessment System (CASAS) for non-English speaking students. These assessments deliver comprehensive diagnostic and prescriptive information, establish measurable learner goals, document learner outcomes and report program effectiveness to students, staff, administrators, policy makers, and funders.

Hawaii continues to integrate academic competencies with instructional strategies to evaluate, in part, the effectiveness of the adult education system. Both CASAS and TABE are approved standardized assessments by the U.S. Department of Education. The Adult Education program will continue to use TOPSpro Enterprise, a computerized database management system offered as part of CASAS, to track student information and performance. TOPSpro Enterprise is designed to automate CASAS scoring, generate reports for staff, track student progress, provide individual and class profile data, report individual and program results and serve as a source of data for state and federal accountability.

(C) Use of Unemployment Insurance (UI) Wage Record Data. Explain how the State will meet the requirements to utilize quarterly UI wage records for performance accountability, evaluations, and as a source for workforce and labor market information, consistent with Federal and State law. (This Operational Planning element applies to core programs.)

As described in item 6(A) above, DLIR extracts quarterly UI wage record data and matches them to exiting participants to determine employment outcomes and average wages for the reporting quarters after exit. For WIOA reporting, different quarters are used in accordance with reporting requirements for each core program. Also, as described in item 6(A), the employment data can be filtered by area and provider so that each area and the State can monitor and manage performance.

Evaluations are based on performance reports that include outcomes using UI Quarterly Wage Records. DLIR Research and Statistics Office generates reports of UI claimants by industry and geographical area, which provides a basis to identify a potential supply of workers with certain skill sets. This data is useful in matching a potential supply with high demand. However, with Hawaii's low unemployment rate, the number of unemployed workers has dwindled to where most job seekers are able to secure jobs and business demand for workers remains high.

WDC staff participates in the quarterly, SWIS (State Wage Record Interchange System) Advisory Group's conference calls. WDC is signatory to the new SWIS agreement as an access Performance Accountability and Customer Information Agency (PACIA); WDD has signed as a non-access PACIA and UI has signed as the access State Unemployment Insurance Agency (SUIA). This agreement allows WDD and WDC access to interstate wage and employment records for performance accountability in addition to the intrastate data.

(D) Privacy Safeguards. Describe the privacy safeguards incorporated in the State's workforce development system, including safeguards required by section 444 of the General Education Provisions Act (20 U.S.C. 1232g) and other applicable Federal laws.

The State is aware that a key element of success to utilizing data across agencies for either improved customer service or improved measurement and tracking of outcomes is ensuring the integrity of all data and ensuring confidential data is treated as such. This is accomplished with various technical safeguards and ensuring personnel handling this data are properly trained in all relevant regulations and the fundamentals of handling personal and confidential data. Technical safeguards may include:

- Approved processes that limit access to the data to only those personnel who require access to carry out their daily job functions;
- Network security, monitoring, firewalls, etc. to prevent unauthorized access to data from entities outside of State government;
- Encryption technology; and
- Secure data transport mechanisms.

All State personnel undergo annual training on the proper handling of confidential data. This training is updated to reflect the most current statutes and interpretations. Those specifically involved in reporting are trained on the various de-identification and aggregation rules that apply.

All core partners that will provide and/or share data in order to execute federal program requirements will do so under a signed MOU to ensure the security of sensitive information. All core partners will agree to follow all applicable federal, state, and local laws pertaining to confidential information. Each partner will ensure that the collection and use of any information that contains personally identifiable information will be limited to purposes that support the programs and activities described by the relevant MOU's.

The State has a records privacy law in statute: HRS Chapter 92F-14 which protects records in which the individual has a significant privacy interest; which includes medical, psychiatric or psychological history, diagnosis, condition, treatment or evaluation and information relating to eligibility for social services or welfare benefits or to the determination of benefits levels.

(7) Priority of Service for Veterans. Describe how the State will implement and monitor the priority of service provisions for veterans in accordance with the requirements of the Jobs for Veterans Act, codified at section 4215 of 38 U.S.C., which applies to all employment and training programs funded in whole or in part by the Department of Labor. States should also describe the referral process for veterans determined to have a significant barrier to employment to receive services from the Jobs for Veterans State Grants (JMSG) program's Disabled Veterans' Outreach Program (DVOP) specialist.

The State shall ensure priority of service to veterans and eligible spouses in its program delivery and services that are directly funded in whole or part, by the Department of Labor, in accordance with all federal guidance letters and notices, including 20 CRF Part 1010, Employment and Training Administration's Training and Employment Guidance Letter No. 10-09, and Training and Employment Notice 15-10. This applies to all services in the AJCs. Procedures are in place in each AJC office for staff to identify veterans and eligible spouses at every point of entry in the service delivery system. Staff at all levels of service provider operations and in AJCs have been trained in priority of service requirements.

AJC Managers, in coordination with LWDB staff, shall periodically review their operations to ensure that State policy and guidance are being followed to properly implement the priority of service provision for veterans and eligible spouses, including those outlined in WIOA Bulletin No. 14-16, Adult Program Eligibility and Priority of Service Policy and Procedures (<https://labor.hawaii.gov/wdc/files/2016/10/Final-WIOA-Bulletin14-16-Adult-Program-Eligibility-Priority-of-Service-1.pdf>). These requirements include identifying veterans and eligible spouses, informing them of their entitlement to priority of service, and providing information on service and programs. Staff training will be arranged by the AJC Managers as needed.

Priority of Service will also be accomplished by the following:

- Complying with the following State policy memoranda issued by DLIR WDD concerning priority of service for veterans and eligible spouses: Job Service Bulletin No. 14-12, Change 2, dated July 24, 2013, subject: Implementation of Priority of Service to Veterans and Eligible Spouses, and WIA Bulletin No. 07-05, Change 1, dated July 24, 2013, subject: Implementation of Priority of Service for Veterans and Eligible Spouses;
- Continuing education programs for AJC staff members on the definition and application of priority of service;

- Integration of JVSG funded staff within AJCs;
- Signage or notices in highly visible areas of all AJCs informing veterans and eligible spouses that they have priority for all DOL funded employment programs;
- Outreach and education to Homeless Veterans Reintegration Program (HVRP) grantees and participants informing them of priority of service;
- Outreach and education to VR&E staff and veterans of priority of service;
- Memoranda of Agreements between the Hawaii DLIR WDD and all County Workforce Development Boards defining the provisions of priority of service for the Hawaii service delivery system; and
- Quarterly monitoring by WDD of the rate of veteran employment and participation in training programs vice the rate of employment and training for the entire population served. This will be monitored by AJC. It is expected that veterans and eligible spouses will have an employment and training participation rate higher than the rates for the total population served.

(The referral process for veterans determined to have significant barriers to employment.)

Staff shall refer individuals identified as *veterans and eligible spouses with significant barriers to employment* to the Disabled Veterans Outreach Program (DVOP) specialist for intensive service. If a DVOP specialist is not available, the client shall be referred to the AJC staff assigned to provide intensive service. In circumstances when it is not practical to refer a client to a DVOP for intensive service and to a Local Veterans Employment Representative (LVER) for job development service, the local office/AJC manager shall designate appropriate staff to assist the client. Services received by the client shall be the same service he or she would receive if a DVOP and LVER were available. AJC Managers and WDD Managers shall periodically review the State policies and guidance for identifying and serving veterans with significant barriers to employment to ensure that staff continues to be aware of and continues implementing correct procedures for serving veterans with significant disabilities. State policies include Job Service Bulletin No. 01-15, Change 1, and its updates.

(8) Addressing the Accessibility of the One-Stop Delivery System for Individuals with Disabilities. Describe how the one-stop delivery system (including one-stop center operators and the one-stop delivery system partners), will comply with section 188 of WIOA (if applicable) and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) with regard to the physical and programmatic accessibility of facilities, programs, services, technology, and materials for individuals with disabilities. This also must include a description of compliance through providing staff training and support for addressing the needs of individuals with disabilities. Describe the State's one-stop center certification policy, particularly the accessibility criteria.

The Americans with Disabilities Act (ADA) defines a person with a disability as a person who has a physical or mental impairment that substantially limits one or more major life activity. According to the Centers for Disease Control and Prevention's Disability and Health Data

System (DHDS) Disability Estimates report for 2017, 25.6 percent of adults in the United States of America and its territories have a disability.

Table 4.1. Income, Education, Employment of Adults with and without Disabilities

Demographics	Adults with Disabilities	Adults without Disabilities
Income <\$15,000	22.3%	7.3%
Income \$50,000+	27.6%	55.7%
Graduated High School	63.7%	57.8%
Graduated College	14.0%	32.1%
Employed	40.4%	65.3%
Out of Work	10.0%	4.7%

Source: Centers for Disease Control and Prevention, Disability and Health Data Systems, 2017

DLIR appointed a State-Level EO Officer. The State-Level EO Officer, formerly known as the Civil Rights and Equal Opportunity Officer, is responsible for developing the Nondiscrimination Plan as well as working with the Local-Level EO Officers to ensure compliance with the equal opportunity and nondiscrimination provisions of WIOA. The State-EO Officer's position description may be found at <https://labor.hawaii.gov/wp-content/uploads/2019/06/Element-Two-Exhibit-A.pdf>.

The State-Level EO Officer and Local-Level EO Officers, who are designated by their respective counties, are responsible for ensuring that the AJCs are in compliance with WIOA Section 188 and the applicable provisions of the Americans with Disabilities Act of 1990. The State-Level EO Officer and Local-Level EO Officers work together to conduct annual monitoring of the AJCs. This annual monitoring includes confirming that the AJCs are accessible to those with disabilities, that AJC staff display or provide participants documents that inform them of equal opportunity, and that only appropriate case managers have access to participants' disability information. In addition, the State-Level EO Officer maintains ongoing communication with Local-Level EO Officers, which includes sharing updates and discussing issues, including complaints. WIOA NDP Bulletin No. 1-19, WIOA Nondiscrimination Plan and Recipient Obligations is available at: <https://labor.hawaii.gov/wdc/files/2019/07/WIOA-NDP-Bulletin-No.-1-19.pdf>. DLIR's Nondiscrimination Plan may be found at labor.hawaii.gov/wioa-eo.

- (9) *Addressing the Accessibility of the One-Stop Delivery System for Individuals who are English Language Learners. Describe how the one-stop delivery system (including one-stop center operators and the one-stop delivery system partners) will ensure that each one-stop center is able to meet the needs of English language learners, such as through established procedures, staff*

training, resources, and other materials.

As described in item (6)(A) above, HireNet Hawaii is the State's internet based, self-service and staff service data base for core programs. To serve customers with limited English proficiency (LEP), the home page provides a link to ten different languages that advise the individual to seek assistance by telephone or in person. These languages are the most commonly encountered in Hawaii.

DLIR updated its LEP Plan in 2019. The updated LEP Plan includes policies and procedures for how DLIR employees, which includes employees at the AJC, to serve LEP individuals. DLIR also created an online LEP training video that explains how employees should serve LEP individuals. In addition, the State-Level EO Officer works with the Office of Language Access to inform employees of LEP trainings and updates. DLIR ensures that its employees maintain awareness of their obligations to LEP customers by requiring employees to annually an LEP training video or attend a training that focuses on how to better serve LEP individuals.

The LEP Plan is incorporated in the Nondiscrimination Plan and may be found at <https://labor.hawaii.gov/wp-content/uploads/2019/06/Element-Three-Exhibit-L.pdf>.

IV. COORDINATION WITH STATE PLAN PROGRAMS. *Describe the methods used for joint planning and coordination among the core programs, and with the required one-stop partner programs and other programs and activities included in the Unified or Combined State Plan.*

WIOA Core Partners and Mandatory Partners meet quarterly or as needed to update each other on program performance, opportunities for improving performance, opportunities for co-enrollment, and successful program integration that can be replicated in all AJCs.

However, monthly planning sessions were conducted to prepare core and mandatory partners for the unified state plan. From October to December 2019, statewide facilitated listening and collaboration sessions were conducted with local Workforce Development Boards' members and staff, core and mandatory partners, stakeholders and interested community members to: 1) align WIOA core programs and mandatory partners (CP&MP); 2) identify resources needed to achieve fully integrated consistent with strategic vision and goals; and 3) strengthen the weaknesses identified in workforce development activities. Notes from the sessions were shared with each county's local area to assist with the LWDB local plans.

At the local level, LWDBs convene community and AJC partners to coordinate programs in the local area. Core Partners are members of the local boards and report program results to the boards. AJC One-Stop Operators convene partner program staff for continuous education on programs offered at the AJC to ensure seamless delivery of service for participants and appropriate referrals. Continuous education of AJC staff on all partner programs is one of the factors for AJC Certification.

The WDC has conducted training on MOUs and IFAs for each county to provide hands-on information and assistance. The WDC developed a toolkit for each LWDB based on the USDOL guidance.

V. COMMON ASSURANCES (for all core programs)

The Unified or Combined State Plan must include assurances that:	
1.	The State has established a policy identifying circumstances that may present a conflict of interest for a State Board or local board member, or the entity or class of officials that the member represents, and procedures to resolve such conflicts;
	Yes
2.	The State has established a policy to provide to the public (including individuals with disabilities) access to meetings of State Boards and local boards, and information regarding activities of State Boards and local boards, such as data on board membership and minutes;
	Yes
3.	The lead State agencies with optimal policy-making authority and responsibility for the administration of core programs reviewed and commented on the appropriate operational planning elements of the Unified or Combined State Plan, and approved the elements as serving the needs of the populations served by such programs;
	Yes
4.	<p>(a) The State obtained input into the development of the Unified or Combined State Plan and provided an opportunity for comment on the plan by representatives of local boards and chief elected officials, businesses, labor organizations, institutions of higher education, the entities responsible for planning or administering the core programs, required one-stop partners and the other Combined Plan programs (if included in the State Plan), other primary stakeholders, including other organizations that provide services to individuals with barriers to employment, and the general public, and that the Unified or Combined State Plan is available and accessible to the general public;</p> <p>(b) The State provided an opportunity for review and comment on the plan by the State Board, including State agency official(s) for the Unemployment Insurance Agency if such official(s) is a member of the State Board;</p>
	Yes
5.	The State has established, in accordance with WIOA section 116(i), fiscal control and fund accounting procedures that may be necessary to ensure the proper disbursement of, and accounting for, funds paid to the State through allotments made for the core programs to carry out workforce development activities;
	Yes
6.	The State has taken appropriate action to secure compliance with uniform administrative requirements in this Act, including that the State will annually monitor local areas to ensure compliance and otherwise take appropriate action to secure compliance with the uniform administrative requirements under WIOA section 184(a)(3);
	Yes

7.	The State has taken the appropriate action to be in compliance with WIOA section 188, Nondiscrimination, as applicable;
	Yes
8.	The Federal funds received to carry out a core program will not be expended for any purpose other than for activities authorized with respect to such funds under that core program;
	Yes
9.	The State will pay an appropriate share (as defined by the State board) of the costs of carrying out section 116, from funds made available through each of the core programs;
	Yes
10.	The State has a one-stop certification policy that ensures the physical and programmatic accessibility of all one-stop centers with the Americans with Disabilities Act of 1990 (ADA);
	Yes
11.	Service providers have a referral process in place for directing Veterans with Significant Barriers to Employment (SBE) to DVOP services, when appropriate; and
	Yes
12.	Priority of service for veterans and eligible spouses is provided in accordance with 38 USC 4215 in all workforce preparation, development or delivery of programs or services funded directly, in whole or in part, by the Department of Labor.
	Yes

VI. PROGRAM-SPECIFIC REQUIREMENTS FOR CORE PROGRAMS

The State must address all program-specific requirements in this section for the WIOA core programs regardless of whether the State submits either a Unified or Combined State Plan.

Adult, Dislocated Worker, and Youth Activities under Title I-B. *The Unified or Combined State Plan must include the following with respect to activities carried out under subtitle B—*

a) General Requirements

(1) Regions and Local Workforce Development Areas.

(A) Identify the regions and the local workforce development areas designated in the State.

The State of Hawaii consists of four local workforce development areas that follow the separation of the four county designations in the State. They are:

1. The City and County of Honolulu (Oahu)
2. The County of Maui (includes the islands of Molokai and Lanai)
3. The County of Hawaii (Hawaii Island)
4. The County of Kauai

As there are no contiguous states to Hawaii; and the workforce development areas are designated by counties, there are no designated regions in the State.

(B) Describe the process used for designating local areas, including procedures for determining whether the local area met the criteria for “performed successfully” and “sustained fiscal integrity” in accordance with 106(b)(2) and (3) of WIOA. Describe the process used for identifying regions and planning regions under section 106(a) of WIOA. This must include a description of how the State consulted with the local boards and chief elected officials in identifying the regions.

In January of 1999, the WDC designated these areas utilizing the following criteria:

1. The smallest are for federal Labor Market Information (“LMI”) data is the county level. State LMI data is collected for the islands and the counties, but is not available for sub-areas.
2. On the neighbor islands, the State’s community college system conforms with county jurisdictions. Oahu has four community colleges, with each campus assigned as the lead for subject areas, such that cumulatively, they serve the entire county.
3. The State’s public-school districts are county-wide on the neighbor islands. Oahu has four Department of Education districts.
4. An area with too small a population would have difficulty filling and financially sup-porting the large local boards mandated by the applicable federal legislation. It

would also likely receive insufficient funds to run programs. Correspondingly, combining counties or parts of counties would mean additional coordination between Mayors.

5. Hawaii County, which has the largest geographical area and different demographics between east-and west-sides, has government agencies and services in both East and West Hawaii which serve the single count.
6. The counties are well-established political divisions of Hawaii. The WDC consulted with the Mayors of the respective counties at that time and it was agreed that the counties were the most appropriate designations. Further, the City and County of Honolulu meets the criteria for automatic designation, because of its population size. In March 1999 the Governor designated the four counties as workforce investment areas and those areas will continue to be designated under WIOA.

WDC issued WIOA Bulletin No. 03-15 Initial Local Area Designation Under the Workforce Innovation and Opportunity Act (<http://labor.hawaii.gov/wdc/files/2013/01/SN-03-WIOA-03-15-w-Attmts-Initial-Designation.pdf>)

“Performed Successfully” - means the Local Area met or exceeded the negotiated levels of performance for the core indicators in a Program Year and the local area has not failed any individual measure for the last two consecutive Program Years before WIOA enactment, or if the local area is operating under a Performance Improvement Plan approved by DLIR. For youth programs, successful performance is defined as meeting 5 of 7 measures in a Program Year and 2 of 3 measures in the next Program Year. “Met” is performance that is equal to 80% or more of negotiated levels.

“Sustained Fiscal Integrity” - with respect to a Local Area, means that the Secretary, or the State in place of the Secretary, has not made a formal determination, during either of the last two consecutive years preceding the determination regarding such integrity, that either the subgrantee or the administrative entity of the area misspent funds provided under subtitle B (or, if applicable, title I of the Workforce Innovation and Opportunity Act of 2014 as in effect prior to the effective date of such subtitle B) due to willful disregard of the requirements of the provision involved, gross negligence, or failure to comply with accepted standards of administration.

The State did not identify regions nor planning regions. As there are no contiguous states to Hawaii; and the workforce development areas are designated by counties, and the individual counties do not share a common workforce (the counties are islands separated by an ocean); there are no designated regions in the State.

(C) Provide the appeals process referred to in section 106(b)(5) of WIOA relating to designation of local areas.

The appeals process is described in WIOA Bulletin 03-15:
<http://labor.hawaii.gov/wdc/files/2013/01/SN-03-WIOA-03-15-Initial-Designation.pdf>.

An appeal must be in writing and filed with the WDC within fourteen days after notification of the decision. The appeal must contain a specific statement of the grounds upon which the

appeal is sought. The WDC will refer the appeal to the DLIR Employment Security Appeals Referees' Office, that office will have 90 days to review the appeal and make a recommendation to the Governor. The final decision rests with the Governor or designee. If the appeal does not result in designation, the entity may request review by the Secretary of Labor. The second level of appeal must be sent within 14 days.

(D) Provide the appeals process referred to in section 121(h)(2)(E) of WIOA relating to determinations for infrastructure funding.

Appeals Process

If a partner appeals the determination of state infrastructure funding contributions, the partner may appeal the determinations through the following process:

1. Within 30 days from the date of receipt of the notice of state infrastructure funding determination by the state, the partner(s) may file an appeal to the State Board in writing indicating why the partner is in disagreement with the determination of the state infrastructure funding contribution.
2. The State Board will review the request for appeal.
3. The State Board will notify the partner of its actions in writing.

(2) Statewide Activities.

(A) Provide State policies or guidance for the statewide workforce development system and for use of State funds for workforce investment activities.

WDC as the current administrative entity for Title I funds has issued WIOA bulletins starting in 2015. These bulletins provide policies and guidance for the statewide workforce development system for the use of state funds for the workforce investment activities. For accessibility to the workforce system, WIA and WIOA bulletins are posted on the WDC website at:

<http://labor.hawaii.gov/wdc/wia-docs/>. (Other policies are listed under the Operating System section.)

The following policies and procedures for statewide funds have been issued:

Fiscal Policies/Budget Documents:

Adult/Dislocated Worker (DW)/Local Administrative Cost (LAC) Forms

- o Instructions: Budget Detail A
- o Budget Detail A
- o Instructions: Budget Detail A-1
- o Budget Detail A-1, Personnel Costs of Subrecipient Staff
- o Instructions: Budget Detail A-2
- o Budget Detail A-2, Equipment Purchases
- o Instructions: Budget Detail A-3
- o Budget Detail A-3, Travel: Intra-State
- o Instructions: Budget Detail A-4
- o Budget Detail A-4, Travel: Inter-State
- o Instructions: Budget Detail A-5
- o Budget Detail A-5, Contractual Services-Subcontracts

- Instructions: Budget Detail B
- Budget Detail B, Worksheet By Funding Source
- Instructions: Budget Information Summary
- Budget Information Summary
- Youth Forms
- Instructions: Budget Detail A
- Budget Detail A
- Instructions: Budget Detail A-1
- Budget Detail A-1, Personnel Costs of Subrecipient Staff
- Instructions: Budget Detail A-2
- Budget Detail A-2, Equipment Purchases
- Instructions: Budget Detail A-3
- Budget Detail A-3, Travel: Intra-State
- Instructions: Budget Detail A-4
- Budget Detail A-4, Travel: Inter-State
- Instructions: Budget Detail A-5
- Budget Detail A-5, Contractual Services-Subcontractors
- Instructions: Budget Detail B
- Budget Detail B, Worksheet Funding By Source
- Instructions: Budget Information Summary
- Budget Information Summary
- Rapid Response Form
- Instructions: Budget Detail A
- Budget Detail A

WIOA Bulletins:

41. [SN-01 WIOA 01-15 Communication System](#)
42. [SN-01 WIOA 01-15 Attmt, Mailing List](#)
43. [SN-02 WIOA 02-15 PY 15 Allocations](#)
44. [SN-02 WIOA 02-15 Attmt, HireNet Maint. Fee](#)
45. [SN-03 WIOA 03-15 w-Attmts, Initial Designation](#)
46. [SN-03 WIOA 03-15 Initial Designation](#)
47. [SN-03 WIOA 03-15 Attmt 3 PY 12, 13 Data Tables](#)
48. [SN-03 WIOA 03-15 Attmt 2 Performance Summary](#)
49. [SN-03 WIOA 03-15 Attmt 1 Initial Designation Application](#)
50. [SN-04 WIOA 04-15 Change 1](#) w-Attmts, LWDB Certification
 - [SN-04 Attachment 1](#) LWDB Membership Requirements
 - [SN-04 Attachment 2](#) Nomination Form for Board Members of LWDB
 - [SN-04 Attachment 3](#) LWDB Membership Certification Request
51. [SN-04 WIOA 04-15 w-Attmts, LWDB Certification](#)
52. [SN-04 WIOA 04-15 LWDB Certification](#)
53. [SN-05 WIOA Bulletin 05-16](#) Distribution of WIOA Bulletins
54. [SN-06 WIOA Bulletin 06-16](#) Federal Poverty Income Guidelines
55. SN-07 [WIOA Bulletin 07-16 Change 1](#), Revised PY 16 Allocations
56. [SN-07 PY16 WIOA Allocations Bulletin 07-16](#)
57. [SN-08 WIOA 08-16, 2016 Lower Living Standard Income Level Attachments](#)

- 58. [SN-08 WIOA Bulletin 08-16, 2016 Lower Living Standard Income Level Guidelines](#)
- 59. [SN-09 WIOA Bulletin 09-16 Initial Local Plan Guidance](#)
 - o [SN-09 WIOA Local Plan Attachment I](#)
 - o [SN-09 WIOA Definitions Attachment II](#)
- 60. SN-10 [WIOA Bulletin 10-16 Change 1](#) Eligible Training Provider Policies and Procedures
 - o [NEW Eligible Training Provider Site](#)
 - o [Sample ETP Application](#)
 - o [Sample UH System Application](#)
 - o [LWDB ETP Approval Request](#)
- 61. [SN-10 Proposed Bulletin 10-16 Change 1](#), Eligible Training Provider Policies and Procedures for Public Comment
 - o [Summary of Proposed Changes](#)
- 62. [SN-10 WIOA Bulletin 10-16 , Eligible Training Provider Policies and Procedures](#)
 - o [Hawaii ETP Policies and Procedures Attachment I](#)[Summary of ETP Changes Attachment II](#)
 - o [ETP Public Comments Received](#)
 - o [ETP Suggested Fillable Application](#)
- 63. [SN-11 WIOA Bulletin 11-16 Conflict of Interest](#)
- 64. [SN-12 WIOA Bulletin 12-16 Change 2 One-Stop Infrastructure Funding and Memoranda of Understanding Deadline](#)
- 65. [SN-12 WIOA Bulletin 12-16 Change 1 One-Stop Infrastructure Funding and Memoranda of Understanding Deadline](#)
- 66. [SN-12 WIOA Bulletin 12-16 One Stop Infrastructure Funding and Memoranda of Understanding](#)
- 67. SN-13 [WIOA Bulletin 13-16 One Stop Certification Change 1](#)
- 68. [SN-13 WIOA Bulletin 13-16 One Stop Certification](#)
- 69. [SN-14 WIOA Bulletin 14-16 Adult Program Eligibility and Priority of Service](#)
- 70. SN-15 [WIOA Bulletin 15-16 Change 1](#) Financial Reporting Forms and Instructions
 - 1. [Form WIOA 1](#) – Subrecipient’s Request for Advance or Reimbursement
 - 2. [Form WIOA 1](#) – Instructions, Subrecipient’s Request for Advance or Reimbursement
 - 3. [Form WIOA 2](#) – Expenditure Register; Local Adult, Dislocated Worker, and Administrative Programs
 - 4. [Form WIOA 2](#) – Instructions, Expenditure Register, Adult, Dislocated Worker and Admin. Programs
 - 5. [Form WIOA 3](#) – Expenditure Register; Local Youth Program
 - 6. [Form WIOA 3](#) – Instructions, Expenditure Register, Youth Program
 - 7. [Form WIOA 4](#) – Expenditure Register; Program Income and Non-Federal Funds
 - 8. [Form WIOA 4](#) – Instructions, Expenditure Register, Program Income and Non-Federal Funds
- 71. [SN-15 WIOA Bulletin 15-16 Financial Reporting Forms and Instructions](#)
- 72. SN-16 [WIOA Bulletin 16-16](#) Policy on Salary and Bonus Limitations

73. SN-17 [WIOA Bulletin 17-16](#) Procurement Policy and Standards
74. SN-01 [WIOA Bulletin 01-17](#) WIOA Methods of Administration
75. SN-02 [WIOA Bulletin 02-17 Change 1](#) WDC Policy WIOA Methods of Administration (Nondiscrimination Policy)
76. SN-02 [WIOA Bulletin 02-17](#) WDC Policy -WIOA Methods of Administration
77. SN-03 [WIOA Bulletin 03-17](#) Local Board Review of AEFLA Applications
78. SN-03 [WIOA Bulletin 03-17 Change 1](#) Local Board Review of AEFLA Applications
79. SN-04 [WIOA Bulletin 04-17](#) Allowable Cost
80. SN-05 [WIOA Bulletin 05-17](#) Items of Cost
 1. WIOA Bulletin [05-17 Attachment](#)-Matrix of Specific Items of Cost
72. SN-06 [WIOA Bulletin 06-17](#) Cash Management
73. SN-07 [WIOA Bulletin 07-17](#) Policy on Audit Requirements and Resolutions
74. SN-08 [WIOA Bulletin 08-17](#) Policy on Records Retention and Access to Records
75. SN-09 [WIOA Bulletin 09-17](#) PY17 Planning Estimate Allocations
76. SN-10 [WIOA Bulletin 10-17](#) Policy on Oversight and Monitoring
77. SN-11 [WIOA Bulletin 11-17](#) Policy on Property and Inventory Management
78. SN-12 [WIOA Bulletin 12-17](#) Closeout Reporting Forms & Instructions
 1. Form WIOA 5: [Closeout Check List](#) (excel)
 2. Form WIOA 6: [Closeout Reconciliation](#)
 3. Form WIOA 7: [Subrecipient Release Form](#)
 4. Form WIOA 8: [Subrecipient Assignment Form](#)
 5. Form WIOA 9: [Inventory Certification](#)
 6. Form WIOA 9 Instructions: [Instructions for Inventory Listing](#)
 7. Form WIOA 10: [Equipment Listing](#) (excel)
 8. Form WIOA 11: [Subrecipient's Tax Closeout Tax Certification](#)
79. SN-13 [WIOA Bulletin 13-17 Change 1](#) Program Year (PY) 2017 Revised Allocations
80. SN-13 [WIOA Bulletin 13-17](#) Program Year (PY 17) Final Allocations
81. SN-14 [WIOA Bulletin 14-17](#) Recapture and Reallocation
82. SN-15 [WIOA Bulletin 15-17](#) Transfer of Funds Request
[Attachment I](#): Transfer of Funds Request Narrative (fillable pdf)
83. SN-16 [WIOA Bulletin 16-18](#) Recording Measurable Skill Gains in HireNet Hawaii
84. SN-17 [WIOA Bulletin 17-18](#) 2017 Lower Living Standard Income Level Guidelines
85. SN-18 [WIOA Bulletin 18-18](#) PY18 and PY19 State Performance Negotiations
86. SN-19 [WIOA Bulletin 19-18](#) PY18 and PY19 Local Workforce Development Board Performance Negotiations
87. SN-20 [WIOA Bulletin 20-18 Change 1](#) Revised Program Year (PY) 2018 Allocations
88. SN-20 [WIOA Bulletin 20-18](#) Program Year (PY) 2018 Allocations
 1. [Annual Plan Instructions](#)
 2. [Signature Page](#)
89. SN-21 [WIOA Bulletin 21-18](#) 2018 Lower Living Standard Income Level Guidelines
90. SN-22 [WIOA Bulletin 22-18](#) Guidance for Modified Local Plan
 1. [Attachment 1](#)
 2. [Signature Page](#) (fillable word form)
 3. [Local Plan Definitions](#)
91. SN-23 [WIOA Bulletin 23-18 Change 1](#) Revised Kauai Disaster Dislocated Worker Grant

(DWG) Policies and Procedures

92. SN-23 [WIOA Bulletin 23-18](#) Kauai and Oahu Disaster Dislocated Worker Grant Policies and Procedures
93. SN-24 [WIOA Bulletin 24-18](#) Rapid Response Activity Policies and Procedures for Oahu and Hawaii County Workforce Development Boards (WDB) and Oahu and Hawaii County American Job Center Hawaii (AJCH)
94. SN-25 [WIOA Bulletin 25-18 Change 1](#) Revised Hawaii County Disaster Dislocated Worker Grant (DWG) Policies and Procedures
95. SN-25 [WIOA Bulletin 25-18](#) Hawaii Island Disaster Dislocated Worker Grant Policies and Procedures
96. SN-26 [WIOA Bulletin 26-19](#) Minimum Work Experience Requirement for Youth Program Funds
97. SN-27 [WIOA Bulletin 27-19](#) Policy on Providers of Career Services
 1. [Attachment I](#): Providers of Career Services Application
 2. [Attachment II](#): Request for WDC Approval Checklist
98. SN-28 [WIOA Bulletin 28-19 Change 1](#) (Corrected) Program Year (PY) 2019 Revised Allocations
99. SN-28 [WIOA Bulletin 28-19](#) Program Year (PY) 2019 Allocations
 1. [Attachment I](#): Instructions for Annual Budget Plan 2019
 2. [Attachment II](#): Signature Page (fillable pdf)
 3. SN-29 [WIOA Bulletin 29-19](#) WIOA Data Validation Policies and Procedures
 4. [Attachment I](#): Source Documentation for WIOA Core Programs Joint Data Element Validation
100. SN-30 WIOA Bulletin 30-19 2019 Lower Living Standard Income Level Guidelines
101. SN-31 [WIOA Bulletin 31-19](#) Statewide Rapid Response/Layoff Aversion Policies and Procedures
 1. [Attachment I](#): Rapid Response Desk Aid
 2. [Attachment 2](#): Rapid Response Summary Report
 3. [Attachment 3](#): WARN Layoff Report to Local RR teams
 4. [Attachment 4](#): Recognizing Workforce Opportunity
 5. [Attachment 5](#): Intervention Timeline Chart
 6. [Employee Satisfaction Survey](#)
 7. [Employer Satisfaction Survey](#)
102. SN-32 [WIOA Bulletin 32-19](#) Use of Supplemental Wage Information

Hawaii's guidelines for the One-Stop Infrastructure and Memorandum of Understanding:

[SN-12 WIOA Bulletin 12-16 Change 2 One-Stop Infrastructure Funding and Memoranda of Understanding Deadline](#)

[SN-12 WIOA Bulletin 12-16 Change 1 One-Stop Infrastructure Funding and Memoranda of Understanding Deadline](#)

[SN-12 WIOA Bulletin 12-16 One Stop Infrastructure Funding and Memoranda of Understanding](#)

Hawaii's AJCs provide seamless service delivery to employers and participants. The system is dependent on all partners agreeing to shared goals, information-sharing, cost-sharing, and committing to a coordinate effort to achieving them.

The following guidelines and goals have been established:

- Services are delivered “seamlessly” so that participants are unaware that the services provided at the AJC are being delivered by multiple agencies and through multiple funding streams.
- Comprehensive AJCs will provide the full range of services available through designated One-Stop partner programs.
- Comprehensive AJCs will serve as a primary location for employers and job seekers where they receive service provided in a seamless, integrated and efficient manner.
- AJCs are capable of connecting job seekers to the services they need to address their skills gaps: All work-related programs and services are either offered on-site or services are easily accessible through the AJCs.
- Local employers and employer organizations are active partners in the improvement of the local AJCs.
- Local area plans will also indicate how the AJCs will serve employment, re-employment, and training needs of unemployment compensation claimants; the long-term unemployed; the under-employed; dislocated workers (including trade-impacted dislocated workers and displaced homemakers); low-income individuals (including recipients of public assistance); migrant and seasonal farmworkers; veterans; individuals with limited English proficiency; homeless individuals; ex-offenders; older workers; individuals training for nontraditional employment; and individuals with multiple challenges to employment.
- To achieve this, local AJCs are required to move to a fully integrated platform and encouraged to leverage additional local resources as well. This includes exploring centralizing services through single locations so overhead costs are reduced. It will also include moving the provision of services through local centers toward functional integration, wherein customers from multiple programs are served together in common and fundamental processes such as workshops, assessment and career planning, job search/development and case management activities, allowing WIOA Title IB programs to be just one of several sources supporting these critical activities.

Hawaii's AJCs and Youth Programs use the HireNet Hawaii for common intake, case management, statewide labor exchange, and reporting for different programs. The system includes web-based self-service features that facilitate job searches, career exploration, job matching, job postings, and skills assessment for employers and job applicants. Case managers also have access to these tools, and they have the added capability of viewing services provided to an individual within their local area. This reduces duplication and allows for more effective coordination of services among providers. Self-service resource rooms available in each AJC which include computers with internet access and shortcuts to other web-based job search and

recruitment tools, labor market information, and career exploration. The State and all the counties have separate fiscal management systems.

(B) Describe how the State intends to use Governor's set aside funding. Describe how the State will utilize Rapid Response funds to respond to layoffs and plant closings and coordinate services to quickly aid companies and their affected workers. States also should describe any layoff aversion strategies they have implemented to address at risk companies and workers.

Statewide activities funds will be limited to 15% of the combined funding streams for the adult, youth, and dislocated worker programs. Of the 15% allocation, state level administration funds will be limited to 5% and utilized for costs of administrative functions for WDC and its support staff. The remaining 10% of the statewide activities allocation will be utilized for costs related to state-level program management, evaluation and improvement including maintenance costs of HireNet Hawaii, ETPL system, and state monitoring.

The Governor's reserve was used to support WDC staff who provide services to the Council and the Council's eight committees and quarterly board meetings by posting meeting agenda, writing meeting minutes, providing operational and grant-specific guidance, performing subject matter research, and providing reports as requested.

WDC staff also attend partner meetings representing the workforce system. The partner meetings include the Oahu AJC partner meetings, the Native Hawaiian Education Council, the Career and Technical Education Coordinating Advisory Council, the P-20 Data Exchange Partnership, Hawaii Language Roadmap Advisory Council, State Rehabilitation Council, among others.

The Workforce Information and Data Coordinator responds to questions from local areas, manages passwords and access to the HireNet Hawaii system, writes WDC data policies, manages the Re-employment Services Integration Dislocated Worker Grant which funds the development of the On-line Workforce Referral System, is a liaison with the system's vendor, Geographic Solutions, and provides training and technical assistance to the Title I staff and the AJCs. The Data Coordinator is also responsible for submitting all required federal performance reports and submitting requests for the Wage Record Interchange System (WRIS) and to ensure the transition into new systems. For example, the transition from WRIS to the new State Wage Interchange System (SWIS).

Staff are also the WDC liaison to LWDB staff to serve as the grant resource, review program and fiscal reports, make recommendation on corrective actions, perform program monitoring, provide training and orientation to LWDB staff and board members, review annual budget plans and local area plans, draft contracts with local areas, and ensure compliance with those contracts. WDC staff also prepare and submit required fiscal and program reports and respond to requests for information. WDC program staff conducts annual on-site program and financial management monitoring of the LWDBs.

Other offices supporting the state's WIOA administrative functions are the DLIR Fiscal Office for financial management, reporting, and monitoring; Attorney General's Office for reviewing proposed contracts and addressing legal issues; Unemployment Insurance for wage matches; and DLIR Research and Statistics Office for gathering and reporting on labor market information used in plans and allocations. The WDC will pay an appropriate share for these services.

The Governor's reserve also funds the Statewide Rapid Response Coordinator position. The Coordinator is responsible for drafting and implementing the State's Rapid Response Policy; coordinating Rapid Response sessions, tracking results of the sessions, reviewing Rapid Response budget and expenditures of the local areas as well as the cost per participant and is accountable for the effectiveness of the program.

WDC staff also write responses to discretionary grants, submit reports, review budget, financial, and expenditure reports. During the legislative session, WDC staff monitors workforce-related measures, presents and submits testimonies at hearings.

Rapid Response and Layoff Aversion

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 PY18, rapid response sessions were conducted with eight businesses serving 336 individuals.

Oahu Rapid Response Activity

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.

Rapid Response Policy

Under the Rapid Response policy issued in July 2019, Rapid Response funds are distributed to LWDBs who are responsible for administering the funds. LWDBs determine the best method to provide Rapid Response services; 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>

Layoff Aversion

WDC's Statewide 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 identify potential red flags; to develop other sources of early information on potential issues within their local areas; and to develop responses to address the identified issues. The private sector employers on the LWDBs serve as mentors to the business services team.

LWDBs 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.

(C) In addition, describe the State policies and procedures to provide Rapid Responses in cases of natural disasters including coordination with FEMA and other entities.

HRS §127A Emergency Management is Hawaii's policy and procedure for responding to disasters, establishes local organizations, confers emergency powers to the Governor and county mayors, and provides programs, in cooperation with other governmental agencies, the private sector, and nonprofit organizations.

In the instances of natural disasters, the Governor, the Mayors of the four counties, the State's Department of Defense, Hawaii Emergency Management Agency (HI-EMA) and the counties' Emergency Management Departments assess damages, coordinate and deploy local and state services, including as necessary, the Hawaii National Guard, DLIR, DHS, DOH, local emergency responders, and also coordinate with non-governmental agencies and service providers such as the American Red Cross, local community groups, and churches. Request for assistance is generally initiated at the county level. The Red Cross determines with HI-EMA needed shelters and their locations and necessary staffing. The Federal Emergency Management Agency (FEMA) sends staff to those locations along with participating state and local agencies to provide needed services.

The State of Hawaii Office of Planning issued "Natural Disaster Economic Recovery Strategy" (December 2014) which outlined existing plans (page 12) at the federal, state, county, and community levels (http://files.hawaii.gov/dbedt/op/spb/2014_nders_final.pdf). The recovery strategy was developed by a diverse advisory group and stakeholders from governmental, non-governmental, community, and private sector organizations. Within the defined goal of "Forge partnerships between large and small businesses with government agencies to promote coordinated efforts for disaster preparedness, response, and recovery;" there is an opportunity for WDC's State Rapid Response Coordinator and for the County level coordinator to engage employers and employer groups by partnering with this preparedness effort to develop relationships prior to disasters and to provide information on employment services, layoff aversion and incumbent worker training, and as part of disaster recovery, provide Rapid Response services and funds in the local area where businesses are forced to lay off workers. WDC or the affected county, in consultation with the Mayor, the Director of DLIR and the Governor, may apply for a Disaster Dislocated Worker Grant (DDWG) during the recovery period. One of the implementation recommendations is that the State expand the use of USDOL Emergency Grants to support economic recovery and design recovery programs to maximize efficient use of those funds.

The FEMA Disaster Declaration includes the availability of public assistance funding for the affected counties.

Use of Funds:

1. The DDWG creates temporary employment to perform demolition, cleaning, repair, renovation, and reconstruction of damaged and destroyed public structures, facilities, and lands located within the designated disaster area. Work on private property may only be performed if workers from units of local government are also authorized to conduct, and currently perform, such work.
2. The duration of temporary employment must be established and is limited to public and private non-profit agencies. The maximum level of wages paid to a participant is established, excluding the cost of fringe benefits.

Eligible Individuals:

1. Workers temporarily or permanently dislocated (unemployed) as a result of the disaster (dislocated workers as defined by WIOA as those who are unemployed and do not receive UI compensation or any other type of income support); and

2. Individuals who are long-term unemployed.

Actions:

1. When State and County partners decide to submit a DDWG, the State Rapid Response Coordinator (SRRC) will submit an application which includes a fully documented work plan and budget based on:
 - a. Identification of the temporary jobs and worksites which were or will be created;
 - b. Timeframes for project activities; and
 - c. SRRC monitoring and oversight of the grant.
2. Local staff working with Local Boards of the affected counties develop aspects of the plan.
3. After the DDWG is awarded, the State must provide a fully documented work plan for the assistance within 60 days.

Disaster Unemployment Assistance (DUA):

1. The SRRC will also coordinate with Unemployment Insurance (UI). When coordinating with UI, the SRRC will ensure that UI knows the event is being planned as a response to a natural disaster. This information will be provided in the notification. If there is a Presidential declaration for Disaster Unemployment Assistance (DUA), it may impact the information UI provides at a Rapid Response event.
2. DUA provides UI benefits to individuals who are dislocated (unemployed) due to a natural disaster.
3. The FEMA Disaster Declaration will support justification for implementing DUA.
4. UI Telephone Claims Center (TCC) staff are refreshed on DUA procedures so that they may assist customers calling the center with questions related to filing for benefits.
5. The availability of DUA aligns with any previous claims currently on file.

Rapid Response Team:

1. Options for meeting places across Hawaii will depend on the type and severity of the natural disaster along with the location of the affected workers. If there is a Presidential declaration for Individual Assistance (IA), FEMA will open Disaster Recovery Centers (DRCs). These centers may not be ideal for holding a formal presentation but will likely be a gathering place for those affected by the natural disaster. Other location options where the Rapid Response event may take place include Red Cross Stations, community buildings not affected by the disaster, and the nearest American Job Center.
2. Each county has a Rapid Response Team which is deployed to respond to emergency situations. Honolulu's Rapid Response Team is available for deployment to supplement the county team if necessary. When layoff events impact sufficient numbers (amounts vary from one local area to another) of employees, the locally assembled Rapid Response Teams provide on-site employee meetings that provide workers with

information and access to unemployment compensation benefits, comprehensive AJC services, and employment and training activities including information on the Trade Adjustment Assistance program (TAA) and DDWG.

3. When appropriate, the Rapid Response Team will provide additional services on-site to employees, which may include:

- a. Group or Individual Registration
- b. Job Search Workshops
- c. Individual Assessment/Counseling
- d. Job Search Strategies and Techniques
- e. Resume Writing
- f. Interviewing
- g. TAA Orientations
- h. Job fairs/Company matching
- i. Other services as necessary

4. The Team(s) visit community locations in significantly impacted areas (i.e., shelters, libraries, schools, etc.) to assist businesses and impacted individuals, and to provide on-the-ground information and support regarding state-level efforts.

5. Staff does the following for impacted businesses and individuals:

- a. Register them in HireNet Hawii to facilitate eligibility for program services;
 - b. Connect impacted workers with appropriate employment opportunities through the DDWG;
 - c. Assist impacted workers to apply for DUA benefits; and
- post links and emergency phone numbers where businesses and workers can contact appropriate agencies for services.

(D) Describe how the State provides early intervention (e.g., Rapid Response) to worker groups on whose behalf a Trade Adjustment Assistance (TAA) petition has been filed. (Section 134(a)(2)(A).) This description must include how the State disseminates benefit information to provide trade-affected workers in the groups identified in the TAA petitions with an accurate understanding of the provision of TAA benefits and services in such a way that they are transparent to the trade-affected dislocated worker applying for them (Trade Act Sec. 221(a)(2)(A) and Sec. 225; Governor-Secretary Agreement). Describe how the State will use funds that have been reserved for Rapid Response to provide services for every worker group that files a TAA petition.

Local area MOUs that are submitted with their Local Area Plans will include an identification of the local area Rapid Response Coordinator, and a description of Rapid Response responsibilities for that area to ensure coordination of services during Rapid Response.

Employers will send notices of closings and layoffs under the federal WARN Act and a state plant closing law to the DLIR Director. Upon receipt, the Director's Office will forward them to WDC, WDD, DLIR Unemployment Insurance Division, and DLIR Research and Statistics

Office. Companies also will transmit a notice required under WARN to the Mayor of the county in which a closing will occur.

WDC will immediately initiate contact with the affected employer to obtain details about the impending event and share information about AJC services for affected workers. If a union represents affected workers, a labor-management committee will be formed, if feasible, to jointly assess needs and implement Rapid Response services, with the understanding that services will not be a forum for any collective bargaining issues. Information about Trade Adjustment Act (TAA) benefits and qualifying conditions will be provided to the employer/Labor-Management Committee, and the employer or union will be encouraged to file a TAA petition for employees who may be eligible for TAA. If they do not file a petition, the AJC or WDD will submit one to ensure that eligible workers receive TAA benefits.

Rapid Response Team:

If the number of workers to be laid off is significant, WDC will mobilize a Rapid Response Team for deployment at the employer's site or another site that is convenient for affected workers. Core members will consist of the following:

- DLIR Unemployment Insurance Division
- AJC Operator
- Workforce Development Division

Depending on needs of the workers, other Rapid Response Team members will include, but not be limited to, the following:

- State Department of Human Services
- Training Providers
- Banks/Credit Unions
- Consumer Credit Counseling Center
- Community Based Organizations
- State Department of Health

Group orientations on AJC services will be planned and scheduled with the employer or Labor-Management Committee, during or around work hours and prior to layoffs, to the extent possible. Each local area has dedicated laptops to use during Rapid Response sessions to enable employees to register in HireNet Hawaii at each session when assistance is available from Rapid Response staff.

Topics to be covered during Rapid Response group sessions will be customized for each layoff and generally will include the topics below. Approaches will depend on type of employer and educational and skill levels of employees.

- Unemployment Insurance benefits and eligibility requirements;
- Work registration requirements and jobs listed in HireNet Hawaii;
- Labor market information and trends;
- Job counseling and job training programs, including remedial/literacy education;
- Priority of services and additional services for veterans;

- TAA benefits (if eligible);
- Financial assistance such as welfare, Supplemental Nutrition Assistance Program (formerly called Food Stamps), childcare subsidies, and subsidized health insurance; and
- Survey of training needs. (This survey will be used to determine the kinds of services needed and projected costs, which will help plan training and other services and assist in determining whether formula funds are sufficient or WIOA National Emergency Grant funds should be requested.)

Other Rapid Response topics, such as the following, will be included for group sessions, as appropriate:

- COBRA;
- Credit counseling and loan assistance;
- Grief/trauma counseling, or other mental health services;
- Housing assistance, and/or
- Social services provided by Community-Based Organizations.

Because of the breadth of topics covered during Rapid Response sessions, only those staff members who are experienced and knowledgeable will participate as presenters. Services for individuals, such as filing for UI (after layoff), registration in HireNet Hawaii, and applying for financial assistance may be provided immediately following group sessions, if workers need assistance for these services. Job fairs also will be scheduled, as appropriate, specifically for the laid-off workers in conjunction with, or shortly after Rapid Response sessions. In addition, job search workshops and literacy or skills training may be provided for the workers to prepare them for the job market prior to or shortly after layoff.

In addition to reacting to layoff notices, Rapid Response will include business service teams to expand the rapid response infrastructure in each local area so that Rapid Response becomes pro-active and on-going to serve businesses and their workers more effectively. Prior to layoffs occurring, during which businesses are in crisis management mode, closer working relationships with local businesses will be developed to support workforce needs of employers in a more consistent and comprehensive manner through their cycles of growth and decline. More services and tools of the One-Stop system will be made available to businesses on a continuing basis through an aggressive outreach effort, and businesses will make better use of these services to improve the capacity of their workforce. These strategies give businesses more opportunities to avert layoffs by sustaining a resilient and competitive workforce. AJC staff will be trained to detect early warning signs of possible financial difficulties of businesses and provide advance assistance and information to ease any difficulties should a plant closure occur. The improved collaborations with businesses will enable AJC staff to quickly recognize re-employment opportunities for laid off workers. In addition, stronger collaborations with more partners will be developed to expand and better coordinate the network of resources for more assistance toward employers and workers.

(b) Adult and Dislocated Worker Program Requirements.

(1) Work-Based Training Models. If the State is utilizing work-based training

models (e.g. on-the-job training, incumbent worker training, transitional jobs, and customized training) as part of its training strategy and these strategies are not already discussed in other sections of the plan, describe the State's strategies for how these models ensure high quality training for both the participant and the employer.

With the low-unemployment rate the State is experiencing, but also with major skills gaps in different sectors, apprenticeships and work-based training will be an important method to narrow the gap and fill those jobs with employees with the requisite skills. The WDC Board members representing training and trade organizations and the Board's Employer Engagement and Sector Strategies and Career Pathways committees are tasked with creating the linkages necessary to increase work-based training and apprenticeship opportunities and to expand those programs to new sectors and industries that are not thought of as traditional sponsors of work-based training and apprenticeships; but who cannot meet their employment needs because of skill gaps in the workforce. The committees will also ensure that participants earn industry recognized certifications; that employers have input into the content of the training programs; that the programs are designed to provide high quality training; and that the outcomes of the programs result in highly skilled employees and employers have a qualified pool of applicants.

In addition, the Employment and Training Fund (ETF) is funded by the State through an assessment of .01 percent of taxable wages. It was established by the Legislature in 1992 (HRS §383-128). ETF's purpose is to create a more diversified job base with an emphasis on small businesses by serving the training needs for industries included in the State's economic development strategy as recommended by DEBDT, and training needs identified by the local boards, employer organizations, industry or trade associations, and labor organizations.

ETF funds three programs:

1) Statewide and Countywide Training Grants through ETF's Macro Program

The Macro Program provides grants to business associations and consortia to develop customized training projects where there are critical skill shortages. The program enhances the State's employer engagement efforts by outreaching, enrolling, and facilitation of contacts with employers and training providers for the delivery of incumbent worker training. These grants provide "seed money" for innovative education and training curricula and program design. Each plan must include, but is not limited to, a needs assessment, project guidelines, marketing and delivery plan, and a self-sufficiency component to ensure the continuation of training beyond the grant period. Business and industry consortia are required to provide at least 50% cash and/or in-kind contribution to strengthen their commitment to the project.

2) Employer Referral Program also known as the Micro Program offers training opportunities to individual businesses.

This program enables employers to register their workers for existing short-term, non-credit training courses offered by ETF-approved public and private training providers in order to upgrade employees' skills and capabilities to meet the competitive demands of the workplace. The program is open to all within a company: owners, managers, supervisors, and workers. The ETF will pay 50% of the cost (up to a \$800 tuition cap) for any course taken that meets its eligibility criteria. Employees must be referred by their employer.

3) Volunteer Internship Program (VIP)

Developed by DLIR in January 2011, the Volunteer Internship Program (VIP) was created to stimulate job growth in Hawaii. Initial funding for VIP was derived through the Reed Act in early 2010 in response to significant job loss at the time. It is funded through the States' ETF program. VIP allows job seekers, especially those receiving unemployment insurance (UI) benefits, to volunteer at businesses to explore a career field, exposure to the career, and workforce training. During the course of the internship, claimants are exempt from their three weekly job searches and continue to receive their UI benefits. Upon successful completion of training, interns receive certification of the job skills acquired and consideration for employment. Benefits to businesses include: pre-screening of qualified individuals, ability to assess the intern's readiness for employment and limited medical coverage for injuries sustained by an intern. The opportunity to train through VIP is limited to 16-32 hours per week for 4-8 weeks. In PY 2016 there were 123 intern-employer matches in the State of Hawaii.

DVR's Summer Youth Program which places youth in work-based employment is described in other parts of the plan.

(2) Registered Apprenticeship. Describe how the State will incorporate Registered Apprenticeship into its strategy for service design and delivery (e.g., job center staff taking applications and conducting assessments).

Hawaii has adopted standards that conform to federal regulations and apprenticeship sponsors that meet the standards of apprenticeship may seek approval and registration by the DLIR Director (HRS §372-3). The legislatively established State Apprenticeship Council (SAC), an advisory body to the DLIR Director on matters concerning apprenticeship programs, consists of an equal number of businesses and labor organization members, DLIR Director, and community college, to review proposed new apprenticeship programs and their modifications and to promote the expansion of apprenticeship programs (HRS §372-4). Apprenticeships have demonstrated value with excellent results with high employee retention, good wages, and a skilled workforce. Combining classroom instruction with structured on-the-job learning supervised by qualified journeyworkers is the ultimate employer-driven strategy for work-based learning. Businesses determine the skills required of their journeyworkers and develop an on-the job training plan with classroom curriculum that produces the skills required of their workers. It is a customized approach to training that directly meets business workforce needs.

Three (3) federal grants were awarded to DLIR to promote the expansion of apprenticeship programs into other occupations and industries and encourage diversity in the apprentice population. As a time-honored workforce strategy, apprenticeship programs can now benefit more employers, industries, and occupations with the use of these grants to support the development of new programs. The American Apprenticeship Initiative grant originally targeted apprenticeship programs in Information Technology, and healthcare occupations were added later. Under the State Expansion Grant, apprenticeship programs are being developed primarily in healthcare and culinary occupations. This grant uses an intermediary, Kapiolani Community College, to perform most of the paperwork involved in developing and reporting apprenticeship programs for employers. This has proven to be an appealing feature for

businesses and has succeeded in finalizing the participation of many more employers. The Accelerator grant is being used mainly to promote development of apprenticeship programs and encourage diversity in apprenticeship programs through forums for businesses, educators, and workforce development professionals. It is also being used to convert internal manual records into electronic records to streamline reports and access data more quickly.

The WDC board's Sector Strategies and Career Pathways and Employer Engagement Committees will invite input from the SAC and to be part of a sub-committee to provide input on apprenticeships, skill gaps, industry needs, industry recognized certification, and best-practices.

Partnerships with the registered apprenticeship programs continues with the AJCs providing assistance and support to apprenticeship programs for their recruitment events. As the construction industry has rebounded, there is a shortage of qualified construction workers; there is an opportunity to increase available apprenticeship programs.

WDC members include those conducting workforce training and apprenticeship programs within their organizations. Efforts to increase employer engagement will encourage employers to take a proactive role in defining training standards and shaping training curriculum and program design so program graduates will be more likely to succeed in the employer's workplace.

With regard to apprenticeship programs, the DLIR is the State Apprenticeship Agency to administer apprenticeship programs in the State of Hawaii. This facilitates the sharing of apprenticeship information across programs. As the lead for carrying out State Apprenticeship program responsibilities, the WDD registers apprenticeship programs and apprentices, reports to the USDOL, monitors programs, and provides staff support to the State Apprenticeship Council, which is an advisory body to the DLIR Director regarding apprenticeship programs.

Notices of recruitments for apprentices are shared with One-Stop Centers so they can refer suitable individuals to apprenticeship sponsors; lists of active apprenticeship programs and their minimum requirements are maintained on the DLIR WDD website; and coordination between AJC services and apprenticeship programs are supported to the extent possible. All AJCs are familiar with the major apprenticeship sponsors, and the sponsors have regularly participated in local Job Fairs or Construction Expos. The ARRA SESP grant also encouraged additional linkages between AJCs and apprenticeship programs by fostering referrals from AJC referrals to specific apprenticeship programs that became Eligible Training Providers (ETP) for the adult and dislocated worker programs.

(3) Training Provider Eligibility Procedure. Provide the procedure, eligibility criteria, and information requirements for determining training provider initial and continued eligibility, including Registered Apprenticeship programs (WIOA Section 122).

WDC issued a Change 1 to the ETP policy. This new policy replaced the Kumua website, which was located in on a separate site with a site accessible from the WDC homepage. It is expected that an ETP module will be included in future procurements for a participant management information system so that the ETP list

will be accessible from that system.

The new policy eliminates the need for providers to interact and post to a website that many felt were cumbersome and a barrier to provider participation. The new ETP list will consist of three categories: Eligible Training Providers, Career Services/Prevocational Training, and Apprenticeships.

The new policy did not change any provider requirements, but simplified the application for private providers and significantly simplified the application for UH System campuses.

WDC issued an Eligible Training Provider Policy and Procedure Bulletin which is posted along with the attachments on the WDC website. The link to the bulletin: <https://labor.hawaii.gov/wdc/files/2016/06/SN-10-WIOA-Bulletin-10-16-Eligible-Training-Provider-Policies-and-Procedures.pdf>

The Policies and Procedures are posted at:
<https://labor.hawaii.gov/wdc/files/2016/06/SN-10-WIOA-Bulletin-10-16-Eligible-Training-Provider-Policies-and-Procedures.pdf>

In the policy, WDC established criteria, information requirements and procedures regarding the eligibility of training providers to receive funds. This guidance provides criteria and procedural instruction on transitional, initial and subsequent eligibility requirements, establishes enforcement and appeal procedures and outlines the roles and responsibilities of the State and Local Boards for maintaining the integrity of the ETPL and the quality of the training programs offered on it. All providers are required to submit information on performance outcomes to determine eligibility for listing and to facilitate informed customer choice. It is important to note that eligibility for listing is based on the performance outcomes achieved by the entire cohort of students in each program.

The policy provides the minimum requirements for Local Boards to use in establishing their own policies and procedures for soliciting and approving training provider programs and classes for inclusion on the ETPL. Local standards may be stricter than those of the State Board.

The draft policy was posted for comments and the final policy included changes suggested by those comments.

The State and Local Boards shall use the following procedures to establish the eligibility of Training Providers to receive WIOA funds before WIOA participants are enrolled into their programs:

Continued Eligibility for Existing Providers

- Eligibility is determined on a program-by-program basis. To continue receiving WIOA funds, ETPs must renew continued eligibility for each approved program every two years.
- Providers must contact the Local Board(s) to begin the renewal process.

Initial Eligibility for New Providers

1. New providers that did not have any programs certified under WIA must be evaluated based on the requirements set forth in WIOA, as follows:
 - a. Providers must submit an application to the Local Board(s) for the training program(s) they wish to offer. In addition to any local requirements, providers must follow the process outlined and submit required student and performance data as listed on Appendices C and D. Timelines for the submission of data will be issued at a later date.
 - b. Providers are eligible only for programs that qualify and are approved by the State and Local Boards.
2. Providers must submit evidence of accreditation and/or licensure from the appropriate state or other governing body (see Section II.B. Licensing).
3. Distance learning programs are eligible only when offered by institutions that are fully accredited by a recognized accrediting body (see Section II. E. Technology-Based Learning).
4. Initial eligibility is limited to a period of one fiscal year for each approved program. "Fiscal year" is defined as the 12-month period commencing on the date when initial eligibility is approved for the applicable program. [WIOA Section 122(a)(4)(B), TEGL 41-14]
5. The provider must renew its eligibility and establish continued eligibility for each approved program to continue receiving WIOA funds after the program's one-year period of initial eligibility ends. [WIOA Section 122(c)(2)]
6. Thereafter, providers must contact the Local Board(s) every two years to renew each program's continued eligibility to receive WIOA funds. [WIOA Section 122(c)(2)]
7. Local Boards are responsible for the retention of the original hard copy of the ETP application and have them available for monitoring.
8. The Local Board shall provide a written notice of determination of acceptance or rejection of an initial application to an applying entity within

thirty calendar days of the receipt of the completed initial eligibility determination application. [WIOA Section 122(c)(1)]

9. Local Board policy shall determine the circumstances under which reconsideration of an application may be afforded to an entity whose initial application was denied. [WIOA Section 122(c)(1)]

Apprenticeship Programs

1. Registered Apprenticeship programs are not subject to the same application and performance information requirements or to a period of initial eligibility or initial eligibility procedures as other providers because they go through a detailed application and vetting process to become a Registered Apprenticeship program sponsor with the United States Department of Labor. [TEGL 41-14]
2. Registered Apprenticeship programs are automatically qualified for the ETPL as long as the program remains registered with the United States Department of Labor, Office of Apprenticeship and/or until the program asks to be removed from the ETPL by notifying the State Board by email at: dlir.workforce.council@hawaii.gov.
3. The State Board will notify *current* Registered Apprenticeship programs of their automatic qualification for the ETPL. As new programs are approved, DLIR/WDD will notify the sponsors that the program is automatically qualified for the ETPL. Both current and new Registered Apprenticeship sponsors will then contact the State Board by email at dlir.workforce.council@hawaii.gov. to gain access to the ETPL website to enter the following information:
 - a. Occupations included within the Registered Apprenticeship program;
 - b. The name and address of the Registered Apprenticeship program sponsor;
 - c. The name and address of the Related Technical Instruction provider, and the location of instruction if different from the program sponsor's address;
 - d. the method and length of instruction; and,
 - e. The number of active apprentices.
4. At the end of each program year, the State Board will ask WDD for a list of all Registered Apprenticeship programs that were either voluntarily or involuntarily deregistered. These programs will be removed from the list.

Registered Apprenticeship program sponsors that do not provide the Related Technical Instruction portion of the apprenticeship program may be required to submit additional information about their educational provider, including the cost of instruction.

Pre-apprenticeship programs do *not* automatically qualify for the ETPL. They are

subject to the same requirements as regular ETPs.

Criteria to become an ETP

A. Types of Training Providers

1. Training providers must meet one of the following criteria to be eligible for the ETPL:
2. Higher education institutions that provide a program that leads to a recognized postsecondary credential;
3. Registered Apprenticeship programs under the National Apprenticeship Act;
4. Public or private training providers, which may include:
5. joint labor-management organizations; and
6. adult education and literacy providers - if services are provided with occupational skills training;
7. Local Boards, if they meet the conditions of WIOA § 107(g)(1); and
8. Community Based Organizations (CBOs) or private organizations of demonstrated effectiveness under contract with the Local Board

B. Licensing

Hawaii requires significant consumer protection through its licensing requirements. Training providers must be licensed by the appropriate Hawaii or Federal licensing authority, as required by law.

1. Training providers must be licensed or certified by the appropriate governing board or agency. Specific occupations have governing boards that issue licenses, such as the Hawaii Board of Barbering and Cosmetology or the Hawaii Motor Vehicle Repair Industry Board. Other occupations such as Nurse Aide are certified through entities contracted by the State Department of Commerce and Consumer Affairs and pilots or aviation schools are approved by the Federal Aviation Administration (FAA).
2. Trade, vocational, or technical schools are usually licensed by the Hawaii Department of Education (HIDOE) unless they are exempt or accredited by another recognized entity. Accredited postsecondary institutions with a physical presence in the state are authorized by the Hawaii Postsecondary Education Authorization Program (HPEAP), see the HPEAP website and Hawaii Administrative Rules Title 8 Chapter 101.
3. Private postsecondary training providers, who apply for a Hawaii Private Postsecondary license and are denied due to a determination that the training program is not vocational in nature, are not eligible to be listed on the ETPL.
4. Training providers that provide adult education and literacy activities in combination with occupational skills training are not required to be licensed. However, the provider of the occupation skills training must be licensed if a training license is required by law.
5. Apprenticeships are not licensed but must be registered with the Workforce Development Division in the State of Hawaii, Department of

C. Training Courses Exempt from State Department of Education Licensure

1. Schools maintained or classes conducted by employers for their own employees where no fee or tuition is charged;
2. Courses of instruction given by fraternal society, benevolent order, or professional organization to its members and which are not operated for profit;
3. Flying schools qualified under the Federal Aviation Administration;
4. Classes conducted for fewer than five students at one time and the same time;
5. Classes or courses of instruction which are conducted for twenty or fewer class sessions during any twelve-month period;
6. A vocational, hobby, recreation, or health classes or courses;
7. Courses of instruction on religious subjects given under the auspices of a religious organization; or
8. Schools registered by the State Department of Commerce and Consumer Affairs. [Eff 12/1/87; comp 3/15/01] (Auth: HRS §302A-101, §302A-424, §302A-427) (Imp: HRS §302A-1112, §302-A-101, §302-A-424, §302A-425)

D. Business and WIOA Requirements

Training providers must:

1. Have a physical and permanent Hawaii mailing address. Post office boxes (P.O. Boxes or private rental mailboxes) are not considered a physical address. This requirement does not apply to third-party providers. Refer to: <http://cca.hawaii.gov/hpeap/>
2. Be a legal entity, registered to do business in Hawaii.
3. Be current with tax obligations as required by Hawaii Revised Statutes 103D-310(c) and verified by a "Certificate of Vendor Compliance" issued by Hawaii Compliance Express, <https://vendors.ehawaii.gov/hce/splash/welcome.html>.
4. Have a valid Certificate of Liability Insurance for the amount of at least \$2 million in General Aggregate for each occurrence that includes the following language:
 - a. "The State of Hawaii and its four counties, the City and County of Honolulu, the County of Maui, the County of Hawaii, and the County of Kauai, including all of their departments and attached agencies, their officers, employees and agents are named as additional insured, as respects the named insured's activities on their behalf."
5. Not be associated with occupations that pay commission only and not be debarred by the state or the federal government as they would not eligible to be included on the ETPL.
6. Have provided training for at least one year at the time of application and have a proven track record of students successfully completing the programs and meeting all state performance standards. Training providers that have

- been training in another state for more than a year, and have recently opened a new campus in Hawaii do not need to train a year in Hawaii to be listed on the ETPL. Registered Apprenticeships do not need to complete a year of training participants to be eligible for the ETPL.
7. Have at least five students enrolled in a program for the minimum performance standards to be used in determining eligibility.
 8. Have refund policies specifying when refunds for tuition and other costs associated with the training program will be allowed. Refund policies that indicate that no refunds will be made are not acceptable. Refund policies must be written and published so that students are aware of how to request a refund.
 9. Have a grievance policy which provides for due process for students to file complaints with an organization against faculty, staff, or other college employees. Grievance policies must be written and published so that students are aware of how to file a complaint.
 10. Offer training programs that:
 - a. Relate to in-demand industry sectors and occupations in Hawaii;
 - b. Are aligned with industry sector strategies and career pathways; and
 - c. Are job driven.
 11. Have the ability to:
 - a. Provide information on whether the provider is in a partnership with business, including information about the quality and quantity of employer partnerships;
 - a. Offer programs that lead to recognized postsecondary certificates and credentials;
 - b. Describe each program of training services to be offered;
 - c. Produce verifiable program-specific information describing:
 12. Qualifications and credentials of the provider's instructors;
 13. Minimum program enrollment requirements;
 14. Information pertaining to program performance, costs, methods of instruction, length, and schedule.
 - a. Meet the needs of local employers and participants;
 - b. Train individuals with barriers to employment; and
 - c. Train individuals who are employed. (refer to Bureau of Labor Statistics glossary: <http://www.bls.gov/bls/glossary.htm>)
 15. Comply with non-discrimination and equal opportunity provisions of WIOA, which include prohibitions against:
 16. discrimination on the basis of age, disability, sex, race, color, national origin, or political affiliation or belief, or student status; (WIOA prohibits discrimination against an individual who is a participant in a program or activity that receives WIOA funds solely because of the individual's status as a WIOA program participant.)
 17. discrimination against certain noncitizens; (WIOA prohibits discrimination against individuals authorized by the Attorney General to work in the United States.) and

18. assistance for facilities used for religious instruction or religious worship; (WIOA prohibits the use of funds to employ WIOA participants to carry out construction, operation, or maintenance of any facility used for religious instruction or worship, with the exception of maintenance of facilities that are not primarily used for religious instruction or worship and are operated by organizations providing services to WIOA participants.)
19. Comply with the all applicable federal and state laws.

E. Technology-Based Learning

Local Boards must ensure access to training services throughout the state, including rural areas, by approving programs that use technology- based learning and meet all state and local requirements. Training providers using technology-based learning, also referred to as distance, online, web-based or computer-based learning, must meet the following requirements:

1. Be licensed to provide training in Hawaii;
2. Has a mechanism for student interaction with an instructor or instructors;
3. Ensures periodic assessment of each student;
4. Because the student and teacher are not place- or time-bound in distance learning/on-line training programs, the provider must have a policy describing the responsibilities of each party in the distance learning experience;
5. Has a mechanism to track students' participation in the ETPL training program;
6. Complies with any additional requirements of the Local Board.

F. Other Eligibility Factors

The State Board will also consider the following factors when determining the eligibility of training providers:

1. Information reported to state agencies on federal and state training programs other than those provided under WIOA;
2. Record of submitting timely and accurately performance reports; and
3. Other factors as needed.

ETPL Performance Measures

At a minimum, eligibility criterion must include performance expectations. Standards for performance are set by the State and the Local Boards. Providers must submit accurate and timely performance data and cost information as listed on Appendices C and D for all students, not just WIOA participants, in their classes. Program-specific performance data will be verified by the State Board at these points:

- o when reviewing an application for initial eligibility;
- o when reviewing an application for continued eligibility; and
- o every twenty-four months following a determination of continued eligibility (*i.e.*, when reviewing an application for renewal of continued eligibility).

Data on the following indicators of performance will be required [WIOA Section 116(b)(2)(A)(i)(I)-(IV)]:

- a. unsubsidized employment during the second (2nd) quarter after exit must be equal to or greater than 50 percent;
- b. unsubsidized employment during the fourth (4th) quarter after exit must be equal to 65 percent;
- c. median earnings of students who are in unsubsidized employment during the 2nd quarter after exit are equal to or greater than 70 percent of the Lower Living Standard Income Level (LLSIL) for a family of one of the current year for the specific local area; and
- d. credential attainment rate must be equal to or greater than 50 percent (if applicable).

Evaluation Period

The evaluation period is the last two program years, which begins July 1st and ends June 30th of the second year.

ETPL Performance Reports

A. Performance Data Submitted by the Training Provider

Training providers must annually submit the following levels of performance achieved by all students in all programs on the ETPL for public distribution. Data must include all WIOA and non-WIOA students who participated in each training program [WIOA Section 116(d)]:

1. The percentage of students in unsubsidized employment during the 2nd quarter after exit from the program;
2. The percentage of students in unsubsidized employment during the 4th quarter after exit from the program;
3. The median quarterly earnings of students in unsubsidized employment during the 2nd quarter after exit from the program;
4. The percentage of students who obtain a recognized postsecondary credential or a secondary school diploma or its equivalent (GED or HiSet) during participation or within a year after exit (A secondary school diploma or its equivalent is only counted if the student is also employed or enrolled in another education or training program leading to a recognized postsecondary credential within one year after exit); and
5. The total number of individuals that successfully complete the program of study or equivalent.

B. Performance Measures Calculated by the WIOA Program

1. The total number of WIOA participants who received training services through the Adult and Dislocated Worker programs disaggregated by the type of training entity.
2. The total number of participants who exited from training services, disaggregated by the type of entity that provided the training during the most recent program year and the preceding three program years;
3. The average cost per participant for the participants who received training services disaggregated by the type of entity that provided the training, during the most recent program year and the past three program years; and

4. The number of individuals with barriers to employment served by the Adult and Dislocated Worker program disaggregated by each subpopulation of such individuals and by race, ethnicity, sex, and age.
5. Average cost-per-participant for WIOA participants who received training services for the most recent program year and three preceding program years, disaggregated by type of training entity.

Notification of Ineligibility or Termination

In rare cases, providers can be or become ineligible and not placed on or is taken off the ETPL for reasons, such as failure to meet standards, submitting inaccurate information, or other violations of WIOA requirements.

A. Application or Initial Eligibility Denials

A training provider or program may be denied initial eligibility for the following reasons:

1. The application is not complete or information was not provided in a timely manner.
2. The training program does not meet the WIOA definition of training services, which is a program of one or more courses or classes or a structured regimen that leads to:
3. A recognized postsecondary credential, secondary school or equivalent;
4. Employment, or
5. A measurable skill gain toward such a credential or employment.
6. The training program does not result in a federally or locally recognized credential.
7. Performance data is not included with the application or does not meet the minimum performance measures.
8. The training program does not support occupations in demand within the local area.
9. The training provider is not in compliance with the WIOA statute, regulations, or any agreement executed under the WIOA.
10. The State or Local Board determines that the training provider intentionally supplied inaccurate information.

B. Reapplication

When a training provider or program is denied for any reason other than lack of documentation or information, the provider must wait six months to reapply.

C. Denial or Termination Notice

Within ten days after a Local Board determines that a training provider's application does not meet the eligibility criteria, or that a provider's eligibility should be terminated, the Local Board shall issue a denial or termination notice to the training provider. A notice shall be issued listing each training program denied or terminated. The notice shall be mailed to the training provider at the address listed on the application and to the attention of the contact person identified on the application. The notice shall clearly:

1. Display the "date mailed";
2. Identify the program that was denied or terminated;

3. State specific reason(s) for the action; and
4. State that the training provider has the right to appeal to the Local Board within 14 calendar days of the date the notice is mailed.
5. The Local Board shall send a copy of the notification to the State Board.

Training Provider/Program Removals from the ETPL

A. Removal of Training Programs

A training program may be removed from the ETPL for the following reasons:

1. The State or Local Board determines that the training provider supplied inaccurate information.
2. The training program no longer meets the WIOA definition of occupational skills training.
3. The program does not meet minimum performance standards. If there were no WIOA participants in the training program during the past year, there will be no performance data to review for continued eligibility. The Local Board must examine the demand for the related occupation to determine if there is still local demand for it and decide whether to keep the program on the ETPL for another year. If no WIOA participants enroll in the training program for more than two years, it must be removed from the ETPL.

B. Removal of Training Providers

A training provider may be removed from the ETPL for the following reasons:

1. All of a training provider's programs have been removed.
2. The training provider has not maintained required licenses and liability insurance or is found to be noncompliant with the training providers' assurances.
3. The training provider is not in compliance with the WIOA regulations, or any agreement executed under the WIOA.
4. The training provider is found knowingly to make false claims to prospective participants about costs or WIOA eligibility.

C. Removal Due to Higher Performance Standards

Local areas that have implemented higher performance standards may remove programs that have not met requirements based on their local ETPL policy for removal of programs.

Appeal Procedure

To appeal a termination or denial of eligibility, the training provider must file the written appeal with the Local Board within 14 calendar days of the date the notice was mailed. Throughout this appeal procedure, "Local Board" refers to "the Local Board or its designee."

A. Administrative Reconsideration

Within ten working days of receiving the appeal, the Local Board shall review the appeal and may reverse the original decision if an administrative error was made, or if additional information from the training provider changes the basis of the original decision.

1. If the Local Board reverses its prior decision of termination or denial of eligibility, Local Board shall:

- a. Forward the written decision, with the basis for the decision, and a copy of the appeal file to the State Board;
 - b. Notify the training provider in writing of the decision and its basis and that the Local Board has notified the State Board; and
 - c. Return the provider to the Initial or Renewal Eligibility process.
2. If the Local Board determines to continue to deny eligibility, the Local Board shall:
- a. Inform the training provider in writing of its decision to deny reversal of the original decision, including a basis for that denial;
 - b. Provide the training provider with information regarding the further appeals process.

B. Formal Appeal

1. Within 14 calendar days from the date the decision from 2.b. above was mailed, the training provider may file a formal appeal with the DLIR's Employment Security Appeals Referees' Office (ESARO).
 2. Within 30 calendar days of the receipt of the formal appeal, a hearing officer from the ESARO will:
 - a. Conduct a hearing at which the training provider and the Local Board will be allowed to present their cases; no new information will be allowed;
 - b. Decide the case based on the review of the written record and the hearing arguments; and
 - c. No later than 30 working days of the conclusion of the hearing, issue a written decision to the training provider and the Local Board. The hearing officer's decision will be final and conclusive
- If the hearing officer reverses the denial, the Local Board shall comply with the decision in a prompt and efficient manner. Procedures shall be followed for designating the training provider as eligible, inclusion of the training provider's program on the statewide list, and written notification to the training provider.

- (4) Describe how the State will implement and monitor the priority for public assistance recipients, other low-income individuals, and individuals who are basic skills deficient in accordance with the requirements of WIOA sec. 134(c)(3)(E), which applies to individualized career services and training services funded by the Adult Formula program.

Hawaii's workforce development system is committed to a priority of service system where the individuals most in need, with additional barriers to employment will be served first. This WIOA priority of service policy is in alignment with the second goal of the workforce development system in Hawaii, which is to: "prioritize services to vulnerable populations with barriers to employment as described under WIOA, including homeless individuals and Native Hawaiians, which are currently in critical concern in the State."

WDC's policy was issued on October 4, 2016. The policy requires local boards to issue their own policy on priority of service by January 1, 2017 that may include other populations with additional barriers to employment. The local board has the discretion to identify populations in

the local area who are not low-income, basic skills deficient, or recipients of public assistance, but who are individuals documented as having other barriers to employment.

The success in achieving priority of service for the targeted groups within the Adult program will be measured by a state-established formula comparing the percentage of individuals in the five statutory priority targeted groups (public assistance recipients, other low-income individuals, basic skills deficient, both underemployed and low-income and individuals with a disability), who were enrolled in the Adult program versus the percentage of all other individuals who were enrolled in the program.

WDC will utilize the results from the HireNet Hawaii as well as a file review to monitor adherence to the priority of service policy on a quarterly basis.

The goal of the workforce system is to serve a greater percentage of Adult customers from the priority targeted groups than all other individuals (at least 51% of Adult participants from priority groups). If it is determined that a Title I program operator is not meeting this goal the program operator will be expected to have a corrective action plan to conduct active outreach to recruit the priority groups.

The State has determined that unless the funds allocated to a local area for WIOA Adult employment and training activities are sufficient to provide adequate services to at least 25% of that area's adult poverty population, the funds will be considered limited. Currently, the funds are considered limited in all the local areas, therefore, priority of service will be given to recipients of public assistance and those meeting the definition of low-income

They are identified when accessing AJC core services as well as through referrals from agencies serving this target population. Public assistance recipients are identified through coordination with the Department of Human Services (DHS), which administers the Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP) and other federal and state-funded assistance programs. The Work Opportunity Tax Credit is also available to employers as an inducement to hire this target group.

In addition to training, supportive services such as work clothes, transportation assistance, housing and child-care may be provided. Where possible, alternate funding is sought to provide other services.

(5) Describe the State's criteria regarding local area transfer of funds between the adult and dislocated worker programs.

WDC issued WIOA Bulletin No. 15-17 on September 20, 2017, Policy on Transfer of Funds Between Adult and Dislocated Worker Allocations.

GUIDELINES FOR TRANSFER REQUESTS

- a) The transfer must not adversely impact an area's capacity to adequately provide appropriate services to individuals in need of such services provided by the program subject to the reduced funding.
- b) The transfer must not adversely impact the area's ability to achieve program performance measures established for the current or subsequent years.

- c) The local area must obligate, at a minimum 80% of all funds budgeted to the receiving funding stream by the end of the first program year. Funds must be 100% expended by the end of the second program year.
- d) Funds not eligible for transfer requests: Youth program funds; Adult or Dislocated Worker funds re-allocated by WDC; Rapid Response funds; and other discretionary dislocated worker grants.
- e) Funds may not be transferred between program years.
- f) Transfer requests may be submitted anytime during the first year of the life of the funds, but must be submitted at least 30 days before the end of the second year.
- g) If a local area transfers 100% of its Dislocated Worker formula funds allocation, and a dislocation event occurs in the area, the request for Rapid Response funds will be considered on a case by case basis.
- h) Program costs must not be shifted to or from another federal program to overcome fund deficiencies or avoid restrictions imposed by law, regulations or agreements.
- i) All transfers of funds are subject to the priority of service requirement. Section 134(c)(3)(E) requires that priority of service be given to recipients of public assistance, other low-income individuals, and individuals who are skills deficient. Additionally, TEGL 3-15 further emphasizes that Local Areas must give priority of services regardless of the levels of funds.

Transfer requests must include the following information:

- a) WIOA program year;
- b) the amount of the proposed transfer;
- c) an impact analysis describing the impact to the program from which funds are being moved and the impact to the program which will receive the funds.

The impact analysis must include the following:

- 1) The situation necessitating the transfer, including local conditions, labor market, economic, etc.
- 2) How the funds transfer will impact participant levels in both programs.
- 3) A description of how the receiving program's participants will benefit from the transfer as well as how the impact on the contributing program will be mitigated, including how the remaining participants will be served.
- 4) The transfer's effect on current providers on training and other services.
- 5) A description of the expected impact on WIOA performance outcomes for both programs.

b) Youth Program Requirements. *With respect to youth workforce investment activities authorized in section 129 of WIOA—*

Identify the State-developed criteria to be used by local boards in awarding grants or contracts for youth workforce investment activities and describe how the local boards will take into consideration the ability of the providers to meet performance accountability measures based on

primary indicators of performance for the youth program as described in section 116(b)(2)(A)(ii) of WIOA in awarding such grants or contracts. [Sec. 102(b)(2)(D)(i)(V)]

The provider should be familiar with the local area; have a demonstrated record of success in provision of youth services and running youth programs. If the provider operates youth programs in other locations, the local area is advised to request the provider's history of performance results in order to assess the provider's ability to meet performance goals. In evaluating the service providers, certain criteria such as the ability to meet performance goals should be weighted more heavily.

The criteria to be used in awarding grants for youth workforce investment activities:

Program management and organizational capacity; past outcomes; program design; program components; collaboration with other youth serving agencies; budget; leveraged resources and sustainability; employer and educational institution collaboration or partnerships; ability to meet the performance accountability measures based on performance indicators for youth.

The provider must have established fiscal policies and a system of internal controls and meet federal financial requirements. I

In addition to ensure quality job-driven training programs, the Youth Program must be designed to:

- a) Provide an objective assessment of the academic levels, skill levels, and service needs of each youth which shall include a review of basic skills, occupational skills, prior work experience, employability, interests, aptitudes (including interests and aptitudes for nontraditional jobs), supportive service needs, and developmental needs of such youth, for the purpose of identifying appropriate services and career pathways. A new assessment of a youth shall not be required if it is appropriate to use a recent assessment conducted by another education or training program.
- b) Develop service strategies for each youth that are directly linked to one or more of the indicators of performance described in section 116(b)(2)(A)(ii) of WIOA, and that will identify career pathways that include education and employment goals (including, in appropriate circumstances, nontraditional employment), appropriate achievement objectives, and appropriate services for the youth taking into account the assessment conducted, except that a new service strategy it is appropriate to use a recent service strategy developed for the youth under another education or training program.
- c) Provide the following:
 - i. activities leading to the attainment of a secondary school diploma or its recognized equivalent, or recognized postsecondary credential;
 - ii. preparation for postsecondary educational and training opportunities;
 - iii. strong linkages between academic instruction and occupational education that lead to the attainment of recognized postsecondary credentials;
 - iv. preparation for unsubsidized employment opportunities, in appropriate cases; and

v. effective connections to employers, including in-demand industry sectors and occupations of the local and regional labor market.

Required Program Elements: In order to support the attainment of a secondary school diploma or its recognized equivalent, entry into postsecondary education, and career readiness for youths, the program shall provide elements consisting of:

- a) Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential;
- b) Alternative secondary school services, or dropout recovery services, as appropriate;
- c) Paid and unpaid work experiences that have as a component academic and occupational education, which may include:
 - i. summer employment opportunities and other employment opportunities available throughout the school year;
 - ii. pre-apprenticeship programs;
 - iii. internships and job shadowing; and
 - iv. on-the-job training opportunities;
- d) Occupational skill training, which include priority consideration for training programs that lead to recognized postsecondary credentials that are aligned with in-demand industry sectors or occupations in the local area;
- e) Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster;
- f) Leadership development opportunities, which may include community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors, as appropriate;
- g) Supportive services;
- h) Adult mentoring for the period of participation and a subsequent period, for a total of not less than 12 months;
- i) Follow-up services for not less than 12 months after the completion of participation, as appropriate;
- j) Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, as appropriate;
- k) Financial literacy education;
- l) Entrepreneurial skills training;
- m) Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services; and

n) Activities that help youth prepare for and transition to postsecondary education and training.

Required Information and Referral: the youth provider shall ensure that each youth shall be provided:

a) Information on the full array of applicable or appropriate services that are available by the provider or other eligible providers; and

b) Referral to appropriate training and educational programs that have the capacity to serve the youth either on a sequential or concurrent basis.

Additionally, in order to meet the basic skills and training needs of all youths, youths not meeting the enrollment requirements of a particular training program shall be referred for further assessment, as necessary, and to other appropriate programs which may be able to serve them on a sequential or concurrent basis.

Youth providers are required to negotiate performance goals with WDC under WIOA (which was also required under WIA) to assess the effectiveness in achieving continuous improvement of workforce investment activities funded under the WIOA and in order to optimize the return on investment of federal funds in workforce investment activities.

The primary indicators of performance for the youth program shall include, but are not limited to:

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

Monitoring and Evaluation: The local board and the provider shall implement sufficient procedures for annually monitoring this award to ensure the proper and effective expenditure of funds and the achievement of program goals.

Data and Reporting Requirements: The provider is required to submit separate program data and written monthly fiscal reports for the Youth Program to the WDC.

(1) Describe the strategies the State will use to achieve improved outcomes for out-of-school youth as described in 129(a)(1)(B), including how it will leverage and

align the core programs, any Combined State Plan partner programs included in this Plan, required and optional one-stop partner programs, and any other resources available.

Hawaii supports the federal vision focusing efforts on out-of-school-youth and those with the most difficult barriers to their becoming contributing members of society. The State's strategy for providing comprehensive, integrated services to eligible youth is to ask that LWDB's, as part of their local planning process, to prepare a comprehensive youth plan that (a) identifies the percent-age of youth funds allocated for older youth, (b) concentrates on the neediest youth described at the end of this section, and (c) formalizes coordination of local agencies, which could include:

- Adult Education and Family Literacy,
- Vocational Rehabilitation,
- Department of Education, Special Education Services Branch,
- Community Services Block Grant recipients,
- Housing & Urban Development employment and training programs,
- Job Corps,
- State Office of Youth Services,
- Family Court,
- Department of Human Services -Foster Care,
- TANF (Temporary Assistance for Needy Families),
- ALU LIKE, Inc.,
- faith-based organizations and community-based organizations,
- University of Hawaii Community College System, and
- State of Hawaii, Department of Defense (Youth Challenge and About Face).

Items covered in an interagency agreement will include a description of each agency's role in achieving the following for youth with disabilities, Youth in and Aging out of Foster Care, Youth Offenders, Children of Incarcerated Parents, Homeless Youth, Pregnant and Parenting Teens:

1. Partners' recruitment of out-of-school youth from housing projects, welfare families, entry level jobs, and malls,
2. Delivery of appropriate services to ameliorate risks,
3. GED test preparation,
4. Employment preparation,
5. Post-secondary education preparation,
6. Access to financial resources and support services to assist transition into post-secondary education, and
7. Follow up with mentoring and course correction.

As discussed before, Hawaii's apprenticeship programs, work-based learning, pre-apprenticeship programs will be included in the planning of Sector Strategies and Career Pathway committee. The information on these programs is available to all case managers at AJCs and core partners so that those programs may be considered for the individual's plan. Information is also posted on the WDD website. Cross-training for staff of AJCs, Adult

Education, and Vocational Rehabilitation will help to ensure participant access to these programs.

The Local Boards are responsible for the performance outcomes of their service providers. Quarterly reports will be generated by the HireNet Hawaii. Consistent management will help providers and the Local Boards respond to low performance in a timely manner. The provider and the Local Board should identify the causes of the underperformance and determine if technical assistance, training, or other assistance is necessary and identify a course of action. Follow up evaluations and performance goals should also be set. Written assessments of progress and of the performance issues should also be sent to the WDC. WDC's Performance Measures and Accountability committee will be reviewing the performance outcomes for each local area. This committee will also ensure that corrective action is taken and that performance improves.

(3) Describe how the state will ensure that all 14 program elements described in WIOA section 129(c)(2) are made available and effectively implemented, including quality pre-apprenticeship programs under the work experience program element.

[Sec. 102(b)(2)(D)(i)(I)]

Although individual youth participants need not participate in all 14 program service elements. Participation in the program service elements is based on a youth's objective assessment and individual service strategy. Local grant recipients do not need to provide all 14 program service elements with WIOA funds if certain services are already accessible for all eligible youth in the local area. Local areas should identify the extent to which the 14 program service elements are available or already being provided in the local area through a combination of resource mapping, competitive selection of providers, or through community partnerships.

Each local board will be responsible for mapping the 14 program service elements and how and where the programs are provided. The information will be available to AJC case managers and to all core partners and AJC Partners. Cross-training for staff of AJCs, Adult Education, and Vocational Rehabilitation will help to ensure participant access to all program elements. Through monitoring, analyzing quarterly reports, and periodic review of case files, WDC will provide program oversight to ensure that participants are able to access the required program elements.

(2) Provide the language contained in the State policy for "requiring additional assistance to enter or complete an educational program, or to secure and hold employment" criterion for out-of-school youth specified in WIOA section 129(a)(1)(B)(iii)(VIII) and for "requiring additional assistance to complete an education program, or to secure and hold employment" criterion for in-school youth specified in WIOA section 129(a)(1)(C)(iv)(VII). If the state does not have a policy, describe how the state will ensure that local areas will have a policy for these criteria.

Local Boards are responsible for establishing local definitions and eligibility documentation requirements for "requires additional assistance" as it relates to both out-of-school youth (OSY) and in-school youth (ISY). The local policy must be reasonable, quantifiable, and based on

evidence that the specific characteristic of the youth identified in the policy objectively requires additional assistance. Examples could include, but are not limited to, the following:

- Has repeated at least one secondary grade level or are one year over age for grade.
- Has a core grade point average (GPA) of less than 1.5.
- For each year of secondary education, are at least two semester credits behind the rate required to graduate from high school.
- Is an emancipated youth.
- Has aged out of foster care.
- Is a dropout or has been suspended five or more times or has been expelled.
- Has received court/agency referrals mandating school attendance.
- Is deemed at risk of dropping out of school by a school official.
- Has been referred to or are being treated by an agency for a substance abuse related problem.
- Has experienced recent traumatic events, are victims of abuse, or reside in an abusive environment as documented by a school official or other qualified professional.
- Has serious emotional, medical or psychological problems as documented by a qualified professional.
- Is gang affiliated.
- Is a refugee/immigrant.
- Has a family history of chronic unemployment.
- Has a substance abuse problem or has a history of having such a problem
- Has a parent or legal guardian who is incarcerated

(3) Include the State definition, as defined in law, for not attending school and attending school as specified in WIOA Section 129(a)(1)(B)(i) and Section 129(a)(1)(C)(i). If State law does not define "not attending school" or "attending school," indicate that is the case and provide the state policy for determining whether a youth is attending or not attending school.

Hawaii State Statute: §302A-1132 Attendance compulsory; exceptions.

(a) Unless excluded from school or excepted from attendance, all children who will have arrived at the age of at least five years on or before July 31 of the school year, and who will not have arrived at the age of eighteen years, by January 1 of any school year, shall attend either a public or private school for, and during, the school year, and any parent, guardian, or other person having the responsibility for, or care of, a child whose attendance at school is obligatory shall send the child to either a public or private school. Attendance at a public or private school shall not be compulsory in the following cases:

Where the child is physically or mentally unable to attend school (deafness and blindness excepted), of which fact the certificate of a duly licensed physician shall be sufficient evidence;

Where the child, who has reached the fifteenth anniversary of birth, is suitably employed and has been excused from school attendance by the superintendent or the superintendent's authorized representative, or by a family court judge;

Where, upon investigation by the family court, it has been shown that for any other reason the child may properly remain away from school; Where the child has graduated from high school;

Where the child is enrolled in an appropriate alternative educational program as approved by the superintendent or the superintendent's authorized representative in accordance with the plans and policies of the department, or notification of intent to home school has been submitted to the principal of the public school that the child would otherwise be required to attend in accordance with department rules adopted to achieve this result; or

Where: (A) The child has attained the age of sixteen years; (B) The principal has determined that: (i) The child has engaged in behavior which is disruptive to other students, teachers, or staff; or (ii) The child's non-attendance is chronic and has become a significant factor that hinders the child's learning; and (C) The principal of the child's school, and the child's teacher or counselor, in consultation with the child and the child's parent, guardian, or other adult having legal responsibility for or care of the child, develops an alternative educational plan for the child. The alternative educational plan shall include a process that shall permit the child to resume school. The principal of the child's school shall file the plan made pursuant to subparagraph (C) with the child's school record. If the adult having legal responsibility for or care of the child disagrees with the plan, then the adult shall be responsible for obtaining appropriate educational services for the child.

(b) Any employer who employs a child who is excused from school attendance in accordance with subsection (a)(2) shall notify the child's school within three days upon termination of the child's employment.

(c) Beginning with the 2016-2017 school year, any parent, guardian, or other person having the responsibility for, or care of, a child who will be at least five years of age on or before July 31 of the school year shall enroll the child in a public school kindergarten unless the child is enrolled at a private school or the child's attendance is otherwise exempt under this section. [L 1996, c 89, pt of §2 and am c 162, §2; am L 2014, c 76, §3]

In addition to the State statute, WDC uses the following criteria for out-of-school youth: Out-of-School youth means an individual who is: not attending any school (as defined under State law); not younger than age 16 or older than age 24; and one or more of the following: a school dropout; a youth who is within the age of compulsory school attendance but has not attended school for at least the most recent complete school year calendar quarter; a recipient of a secondary school diploma or its recognized equivalent who is a low-income individual and is either basic skills deficient or an English language learner; an individual who is subject to the juvenile or adult justice system; a homeless individual (as defined in section 41403(6) of the Violence Against Women Act of 1994); a homeless child or youth (as defined in section 725(2) of the McKinney-Vento Homeless Assistance Act), a runaway, in foster care or has aged out of the foster care system, a child eligible for assistance under section 477 of the Social Security Act, or in an out-of-home placement; an individual who is pregnant or parenting; a youth who is an individual with a disability; a low-income individual who requires additional assistance to enter or complete an education program or to secure or hold employment.

(4) If using the basic skills deficient definition contained in WIOA Section 3(5)(B), include the State definition which must further define how to determine if an individual is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual's family, or in society. If not using the portion of the definition contained in WIOA Section 3(5)(B), indicate that is the case.

The State will use the WIOA definition.

c) **Single-area State requirements.** In States where there is only one local workforce investment area, the governor serves as both the State and local chief elected official. In such cases, the State must submit any information required in the local plan (WIOA section 106(d)(2)). States with a single workforce area must include—

- (1) Any comments from the public comment period that represent disagreement with the Plan. (WIOA section 108(d)(3).)
- (2) The entity responsible for the disbursement of grant funds, as determined by the governor, if different from that for the State. (WIOA section 108(b)(15).)
- (3) A description of the type and availability of WIOA title I Youth activities and successful models, including for youth with disabilities. (WIOA section 108(b)(9).)
- (4) A description of the roles and resource contributions of the one-stop partners.
- (5) The competitive process used to award the subgrants and contracts for title I activities.
- (6) How training services outlined in section 134 will be provided through individual training accounts and/or through contracts, and how such training approaches will be coordinated. Describe how the State will meet informed customer choice requirements regardless of training approach.
- (7) How the State Board, in fulfilling Local Board functions, will coordinate title I activities with those activities under title II. Describe how the State Board will carry out the review of local applications submitted under title II consistent with WIOA secs. 107(d)(11)(A) and (B)(i) and WIOA sec. 232.
- (8) Copies of executed cooperative agreements which define how all local service providers will carry out the requirements for integration of and access to the entire set of services available in the one-stop delivery system, including cooperative agreements with entities administering Rehabilitation Act programs and services.

d) **Waiver Requests (optional).** States wanting to request waivers as part of their title I-B Operational Plan must include a waiver plan that includes the following information for each waiver requested:

- (1) Identifies the statutory or regulatory requirements for which a waiver is requested and the goals that the State or local area, as appropriate, intends to achieve as a result of the waiver and how those goals relate to the Unified or Combined State Plan;
- (2) Describes the actions that the State or local area, as appropriate, has

- undertaken to remove State or local statutory or regulatory barriers;
- (3) Describes the goals of the waiver and the expected programmatic outcomes if the request is granted;
 - (4) Describes how the waiver will align with the Department's policy priorities, such as:
 - (A) supporting employer engagement;
 - (B) connecting education and training strategies;
 - (C) supporting work-based learning;
 - (D) improving job and career results, and
 - (E) other guidance issued by the Department.
 - (5) Describes the individuals affected by the waiver, including how the waiver will impact services for disadvantaged populations or individuals with multiple barriers to employment; and
 - (6) Describes the processes used to:
 - (A) Monitor the progress in implementing the waiver;
 - (B) Provide notice to any local board affected by the waiver;
 - (C) Provide any local board affected by the waiver an opportunity to comment on the request;
 - (D) Ensure meaningful public comment, including comment by business and organized labor, on the waiver.
 - (E) Collect and report information about waiver outcomes in the State's WIOA Annual Report.
 - (7) The Secretary may require that States provide the most recent data available about the outcomes of the existing waiver in cases where the State seeks renewal of a previously approved waiver.

TITLE I-B ASSURANCES

The State Plan must include assurances that:	
1.	The State has implemented a policy to ensure Adult program funds provide a priority in the delivery of training services and individualized career services to individuals who are low income, public assistance recipients and basic skills deficient;
	Yes
2.	The State has implemented a policy to ensure local areas have a process in place for referring veterans with significant barriers to employment to career services provided by the JVSG program's Disabled Veterans' Outreach Program (DVOP) specialist;
	Yes
3.	The State has established a written policy and procedure that set forth criteria to be used by chief elected officials for the appointment of local workforce investment board members;
	Yes

4.	The State established written policy and procedures to ensure local workforce investment boards are certified by the governor every two years in accordance with WIOA section 107(c)(2);
	Yes
5.	Where an alternative entity takes the place of a State Board, the State has written policy and procedures to ensure the alternative entity meets the definition under WIOA section 101(e) and the legal requirements for membership;
	Yes
6.	The State established a written policy and procedure for how the individuals and entities represented on the State Workforce Development Board help to determine the methods and factors of distribution, and how the State consults with chief elected officials in local areas throughout the State in determining the distributions;
	Yes
7.	The State will not use funds received under WIOA Title I to assist, promote, or deter union organizing in accordance with WIOA section 181(b)(7);
	Yes
8.	The State distributes adult and youth funds received under WIOA equitably throughout the State, and no local area suffers significant shifts in funding from year-to-year during the period covered by this plan;
	Yes
9.	If a State Workforce Development Board, department, or agency administers State laws for vocational rehabilitation of persons with disabilities, that board, department, or agency cooperates with the agency that administers Wagner-Peyser services, Adult and Dislocated Worker programs and Youth Programs under Title I;
	Yes
10.	The State agrees to report on the impact and outcomes of its approved waivers in its WIOA Annual Report.
	Yes
11.	The State has taken appropriate action to secure compliance with the Uniform Guidance at 2 CFR 200 and 2 CFR 2900, including that the State will annually monitor local areas to ensure compliance and otherwise take appropriate action to secure compliance with the Uniform Guidance under section WIOA 184(a)(3);
	Yes

WAGNER-PEYSER ACT PROGRAM (Employment Services)

(a) Employment Service Professional Staff Development.

¹²Sec. 102(b)(2)(D)(i)(I)

(1) Describe how the state will staff the provision of labor exchange services under the Wagner-Peyser Act, such as through state employees, including but not limited to state merit staff employees, staff of a subrecipient, or some combination thereof. (Note-States not seeking to utilize the staffing flexibility in the final rule as part of their 2020 State Plan submission can answer this question by entering that the state will continue to utilize state merit staff employees)

Hawaii will continue to utilize state merit staff employees.

(2) Describe how the State will utilize professional development activities for Employment Service staff to ensure staff is able to provide high quality services to both jobseekers and employers.

A minimum percentage amount of the total funds allotted for Wagner-Peyser will be used for capacity building to ensure staff has the necessary tools and training to provide high-quality of basic career services to job seekers and services to employers. In addition, leveraged funds will be used to increase training for AJC staff to ensure that job seekers are dually enrolled in programs for wrap-around services to successfully secure gain and/or retain employment. Joint training will be conducted at least twice per year between the core programs and other partner agencies which include the National Farmworker Jobs Program will be conducted. For example, the Disability Employment Initiatives provided staff with the opportunity to receive training to increase dual enrollment between the Wagner-Peyser and Title I Programs.

(3) Describe strategies developed to support training and awareness across core programs and the Unemployment Insurance (UI) program and the training provided for Employment Services and WIOA staff on identification of UI eligibility issues and referral to UI staff for adjudication.

UI staff will provide training to core program staff, including Employment Services and WIOA staff, about UI eligibility issues so that AJC staff will have basic knowledge about key eligibility items such as being able and available for work. As changes occur, UI will provide update training to staff. Regular communications and quarterly meetings will take place among core partners and UI contacts to assess any issues and implement corrective actions, as needed.

(b) Explain how the State will provide information and meaningful assistance to individuals requesting assistance in filing a claim for unemployment compensation through one-stop centers, as required by WIOA as a career service.

The Unemployment Insurance Division (UID) will provide training to AJC staff so that

they can assist UI claimants file their claims online, as required in Hawaii. Issues specific to individuals that are more technical in nature will be referred to the UI Division for assistance.

(c) Describe the State's strategy for providing reemployment assistance to UI claimants and other unemployed individuals.

Since September 2008, the staff of the DLIR, Workforce Development Division (WDD), had been conducting Reemployment and Eligibility Assessment (REA) services in coordination with the UI Division to facilitate the transition of initial UI claimants to employment.

Effective January 2016, the Reemployment Services and Eligibility Assistance (RESEA) program superseded REA. The initial UI claimants selected for the program are separating military veterans and those claimants most likely to exhaust UI benefits. The selection of those most likely to exhaust is automated, based on an analysis of characteristics associated with exhaustion in consultation with US DOL. The required components of RESEA are similar to REA, with an increased emphasis on more in-depth and individualized services to a population that has traditionally experienced higher unemployment rates than the general population.

In addition to RESEA services, which are funded by UI Division, Wagner-Peyser staff provides on-going assistance to UI claimants and other unemployed job seekers through the electronic job board (HireNet Hawaii), special recruitment services, and job search workshops.

Most UI claimants are required to register in the Wagner-Peyser program and have at least one online resume posted in HireNet Hawaii, the State's electronic job bank, to qualify for UI benefits. Thus, UI claimants are currently part of the workforce system in the State, and UI claimants will have access to other workforce programs operated by WDD offices and other agencies that are part of the WIOA system.

(d) Describe how the State will use W-P funds to support UI claimants, and the communication between W-P and UI, as appropriate including the following:
(1) Coordination of and provision of labor exchange services for UI claimants as required by the Wagner-Peyser Act;

WDD will continue to utilize Wagner-Peyser funds to provide labor exchange services to UI claimants and other individuals interested in seeking employment. The Wagner-Peyser non-administrative staff who are responsible for providing direct services are co-located in the AJCs and are available to provide basic career services to UI claimants. These services include, but are not limited to, resume-preparation services, assistance to job listings, labor market information and referral to Title I

services and other services available from the core partners and other agencies, as needed.

WDD will continue to use an inter-agency communication system with UID to relay information to UID regarding UI claimants enrolled in training or placed in a job. The same communication system also enables WDD to inform UID about restrictions on a claimant's availability for work.

(2) Registration of UI claimants with the State's employment service if required by State law;

UI claimants are required to register for work and post an online resume in HireNet Hawaii within seven days of filing their initial claim for benefits.

(3) Administration of the work test for the State unemployment compensation system, including making eligibility assessments (for referral to UI adjudication, if needed), and providing job finding and placement services for UI claimants; and

As explained in (2) above, UI claimants are required to register and post a resume in HireNet Hawaii to be eligible for UI benefits. In addition to RESEA services described in c. above, Wagner-Peyser non-administrative staff assists UI claimants by assisting them in becoming familiar with the job search and other features in HireNet Hawaii through the RESEA program, and other services, as needed. To the extent possible, Wagner-Peyser funded non-administrative staff also refers UI claimants to jobs, training, and other resources that would enhance their employability and improve their opportunities for work. Any issues identified regarding the claimant's eligibility for UI benefits are reported to the UID through the UI-WDD 1 form.

Whether a claimant has fulfilled the resume and work registration requirement in HireNet Hawaii is electronically determined and UID is made aware of any non-compliant claimants.

(4) Provision of referrals to and application assistance for training and education programs and resources.

UI claimants and other job seekers are provided information about training and resources available to improve their skills and become more acquainted with other careers. Claimants served through the RESEA program receive a comprehensive orientation to services available and are referred to at least one service offered in the One-Stop Center. Potential claimants addressed through Rapid Response sessions are also notified of education and training opportunities in WIOA, Adult Education, DVR, and community colleges.

- (1) Agricultural Outreach Plan (AOP). Each State agency must develop an AOP every four years as part of the Unified or Combined State Plan required under sections 102 or 103 of WIOA. The AOP must include—Assessment of Need. Provide an assessment of the unique needs of farmworkers in the area based on past and

projected agricultural and farmworker activity in the State. Such needs may include but are not limited to: employment, training, and housing.

- (A) An assessment of the agricultural activity in the State means: 1) identifying the top five labor-intensive crops, the months of heavy activity, and the geographic area of prime activity; 2) Summarize the agricultural employers' needs in the State (i.e. are they predominantly hiring local or foreign workers, are they expressing that there is a scarcity in the agricultural workforce); and 3) Identifying any economic, natural, or other factors that are affecting agriculture in the State or any projected factors that will affect agriculture in the State.

Hawaii Top 5 Commodities

Commodity	Rank	Value of production (\$1,000)
Seed Crops	1	\$120,800
Macadamia nuts	2	\$53,900
Cattle	3	\$43,177
Coffee	4	\$43,774
Other: Aquaculture	5	\$41,177

Hawaii Farms by Land and Acres

Type	2017	2012
Land in farms (number)	7,328	7,000
Land in farms (acres)	1,135,352	1,129,317
Land in cropland in farms (acres)	296,480	323,641
Harvested cropland (acres)	84,767	99,031
Harvested cropland (farms)	5,316	5,293
Irrigated Land in farms (acres)	45,452	81,813
Irrigated Land in farms (number)	2,250	2,498

2017 Hired Farm Labor

Type	Workers	Farms
HIRED FARM LABOR	11,891	2,073
WORKED 150 DAYS OR MORE	6,272	970
WORKED LESS THAN 150 DAYS	5,619	1,572
MIGRANT FARM LABOR ON FARMS WITH HIRED LABOR	569	77
MIGRANT FARM LABOR ON	224	43

FARMS REPORTING ONLY CONTRACT LABOR		
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2017 Farming Sales

Counties	Total Number Sales (\$1,000)
Hawaii	269,188
Honolulu	151,383
Kauai	61,025
Maui	82,206
State Total	563,803

1) Top Five Labor Intensive Crops

Type of Crop	Months of heavy activity	Prime Geographic Areas and Acres
Taro	March to July- Year-round	Hilo, Hawaii- 76 Acres
Macadamia Nuts	Begins July 1 st ends June 30 of following year	Hilo, Hawaii-18,170 Acres
Coffee	August to December	Hilo, Hawaii- 5,491 Acres
Papaya	March to November	Hilo, Hawaii- 1,019 Acres
Pineapples	April to September	Hilo, Hawaii- 98 Acres

2) Summarize the Agricultural Employers Needs

53% of the States farmworkers sustained employment in farming 150 days or more, the other 47% of farmworkers worked less than 150 days. DLIR annual wage data reveals that in 2017 the average wage for labor farmworkers is \$6,000. In 2019, the average wage for labor farmworkers was \$5,000, which shows a decline in wages but an increase in the number of employed farmworkers and acreage for farming. Employers are more likely to thrive in business if employees are steady during the off seasons and employees are able to return to the same employer during prime harvesting season. Therefore, it's essential for employers to retain workers from season to season.

The AJCs provide assistance to employers and their employees about labor market information and other services which include but are not limited to UI, licensures and certifications, occupational skills training, other employment opportunities. Maui Economic Opportunity, Inc. as the National Farmworker Jobs Program (NFJP) grantee can provide supportive services such as housing and transportation assistance to eligible MSFW.

Agriculture employers can be reimbursed for On-the-Job Training (OJT) services through the NFJP grantee. The OJT reimbursement helps to offset the employer's extraordinary costs during the time they spend training an employee to be proficient in their job.

In January 2019, the Memorandum of Understanding (MOU) between the DLIR and Maui Economic Opportunity (MEO) was executed. The MOU outlines each agency's responsibilities for ensuring the coordination of services to the MSFW population. The plan details the collaborative efforts of the State

Monitor (SMA), Local Monitor Advocates (LOMAs) and NFJP in their efforts to conduct outreach to the MSFW population. In addition, the strong partnership between DLIR and MEO continues to be strengthened through their participation at the AJC's quarterly meetings. To continue to increase the outreach efforts to farmworkers, DLIR will continue to collaborate with the NFJP grantee to leverage the limited resources.

3) Economic, natural, or other factors that are affecting agriculture in the State or any projected factors that will affect agriculture in the State.

Farming Technology.

The agriculture industry is experiencing advances regarding the influence of machines and robotics. The trend in many States and throughout the Nation has revealed the popular use of robotics within the farming industry. In 2019 approximately 1,750 farms on Hawaii were asked to complete a survey by the State Department of Agriculture. The survey revealed the utilization of farm technology is lucrative because farming machines and robots offer the potential to decrease of overall cost of production and cost per employee thus, increasing revenues.

2017 Hawaii Farm Technology Survey, Number used, Number Wanted, 2019	Number Used	Number Wanted + Number Used
Tablet for farm use (i.e. Apple iPad, Samsung Galaxy Tab)	1,210	1,512
Satellite Phones	634	737
Unmanned Aerial Vehicle for farm use (i.e., drone)	182	872
Video Surveillance	1,516	3,383
Hand Held Sensors (moisture, plant health, etc.)	364	1,085
Field Sensors (moisture, soil conditions, etc.)	251	1,153
GPS- Guided Equipment	148	414
GPS/RFD Livestock Tracking	69	2,778
Smart Phone Apps (field conditions, yield information etc.)	1,263	1,208
Computer Applications (budget, farm operations, etc.)	1,945	1,357
Third Party Service Application (i.e., fee for service plan)	322	266

The survey reveals that farmers in Hawaii are advancing to farm technology. Based on the data, it shows that Hawaii farmers will transition to the use of additional farm technology in the near future. Items such as Unmanned Aerial Vehicles (UAV) are in high demand, approximately 50% of farmers on this 2019 survey would like to use this device. A device such as the UAV would allow farm owners to capture a large-scale aerial view. UAV's paired with editing software will allow the benefit of high definition videos, still pictures, zoom and cropping. This technology replaces the activity of physically transporting through the fields by vehicles. This tool also allows farmers to collect data of their crops through the year and maintain a record for business analysis

and projection. UAV capabilities also in collaboration with climate data will assist farmers with vital information that will not require dense human labor. As the popularity for farming technology and promotions continue, it would likely affect the farming labor workforce.

Economic Projection

Service	2016	2026 Projected
Office & Administrative Support	26.9%	27.8%
Management, Business & Financial	13.3%	12.4%
Education, Legal, Comm. Svc, Arts & Media	10.7%	10.8%
Sales & Related Occupations	9.5%	9.1%
Transportation & Material Moving	6.3%	6.4%
Construction & Extraction	6.0%	6.0%
Healthcare Practitioners & Technical	4.6%	4.9%
Computer, Engineering, & Science	4.0%	4.0%
Installation, Maintenance & Repair	3.7%	3.7%
Production	2.4%	2.3%
Farming, Fishing & Forestry	0.6%	0.5%

Hawaii's economy represents a strong service-oriented industry. The service industry will continue to show an increase in employment and thrives as a back bone to the States economic sustainability. The farming industry serves less than 1% of the economic traits in Hawaii and will show some decent in the next ten years. This decline includes the popularity for farming technology and the broad options for farmers to gain revenue on machines instead of output cost per human capita. This could create a negative effect on individuals who rely on farming employment for a steady income. it also shows the need to upgrade the skillset of these individuals to ensure sustainability in their employment.

To counter the booming of robotics, CTAHR led a trial with the support of HDOA, and USDA to partner with Greenwell Farms to conduct research regarding methods of coffee pruning in Hawaii. Research discovered that single or double vertical hand-hedged trees provide approximately 1.5 times more harvest. However, this method requires twice the labor force which thus far can only be accomplished by the human touch. The State is enthusiastic and determined to promote locally grown food to obtain local sustainability and food source self-sufficiency. This effort will also support the State's local economy, will sustain our farming industry and further enhance farming employment. DLIR will support the farming workforce and agriculture employers by further implementing the

AJC's services and outreach efforts.

- (B) An assessment of the unique needs of farmworkers means summarizing Migrant and Seasonal Farm Worker (MSFW) characteristics (including if they are predominantly from certain countries, what language(s) they speak, the approximate number of MSFWs in the State during peak season and during low season, and whether they tend to be migrant, seasonal, or year-round farmworkers). This information must take into account data supplied by WIOA Section 167 National Farmworker Jobs Program

(NFJP) grantees, other MSFW organizations, employer organizations, and State and/or Federal agency data sources such as the U.S. Department of Agriculture and the U.S. Department of Labor (DOL) Employment and Training Administration.

B. Assessment of Unique Needs pertaining to MSFW and NFJP

U.S. DOL Migrant Indicators of Compliance (MIC) report period from 1 July 2019 to 30 September 2019 reveals:

Reporting Element MIC Performance Indicators	Actual Number Accomplished for Total MSFW's	Actual Number Accomplished for All Non-MSFW Applicants
Total Active Participants	106	7,789
Referred to Employment	13	698
Referred to Support Services	0	0
Received Staff Assisted Services	31	1,406
Complete Applications	86	5,601
Job Development Contact	6	110
Career Guidance	21	659

The State of Hawaii is not a significant state for MSFW. There are four Local Office Monitor Advocates (LOMAs) assigned to four local areas in the state. The LOMA is responsible for coordinating agriculture employer services and farmworker outreach activities within his or her respective service delivery area, as needed, in conjunction with farmworker service providers. A program specialist at the WDD Central Office is the State Monitor Advocate (SMA). The SMA provides technical assistance to LOMA staff ensuring they have the tools needed to properly implement outreach service strategies at the local level. Wagner-Peyser program provides funding for .75 FTE for the SMA and LOMAs to conduct outreach services to the MSFW population.

The prevailing employment service need of Hawaii's seasonal farmworkers is staff assisted service with Wagner-Peyser registration and job referrals when the customer is filing for unemployment insurance (UI) benefits. The great majority of MSFW who file for UI benefits plan to return to their

farming jobs and generally have no interest in pursuing other types of employment opportunities. For MSFW who seek other job opportunities or are interested in pursuing a vocational change, the Wagner-Peyser staff provides individualized services and refer the MSFW to the NFJP grantee, Adult Program, under Title I of WIOA or other services in the community. These services are targeted to individuals inquiring about better paying jobs or jobs that are less demanding physically.

LOMAs economize their limited resources and focus their outreach efforts in collaboration with the NFJP at critical junctures in the crop production and harvesting seasons when workers experience layoff or reduced work hours. Priority of resources is rapidly committed to farmworkers and their employers during these vulnerable periods to preempt gaps in worker transition and to ensure a rapid segue to unemployment insurance, employment, and partner services.

Information presentations on AJC and partner services are available to all farmworkers and are customized to the needs of the individual or small group. AJC program brochures, large group briefings, and web-based tools are incorporated as required. As resources permit, LOMAs register workers in the AJC labor exchange system at the job site.

Electronic service delivery is permissible, encouraged, and carried out via the internet-based labor exchange system, www.HireNetHawaii.com. Access to bilingual staff or telephonic interpreting services is available at AJCs across the state. When identified by staff, migrant seasonal workers receive appropriate interpreter services.

(2) Outreach Activities. The local offices outreach activities must be designed to meet the needs of MSFWs in the State and to locate and contact MSFWs who are not being reached through normal intake activities. Describe the State agency's proposed strategies for:

(A) Contacting farmworkers who are not being reached by the normal intake activities conducted by the employment service offices.

Correspondence, brochures, presentations, job fairs, rapid response outreach, partnership resources, and worksite visits are examples of outreach activities and methods used by AJCs to locate and contact farmworkers. The successful achievement of outreach relies on the availability of staff resources to perform outreach but more importantly, it is staff having awareness of the location of farms and farmworker populations in each service delivery area. AJC managers and their Local Office Monitor Advocates (LOMA) will rely on their agriculture service provider partners, who are well connected to the farming community, to gain essential information on how best to access farmworkers.

DLIR WDD manages the MSFW program and partners with Maui Economic Opportunity, Inc. (MEO), the NFJP grantee to conduct outreach and offer services statewide. Four LOMAs are assigned to the four local areas who provide comprehensive employment services to the agriculture industry in their respective service delivery area. LOMAs are the primary staff involved with consistent contacts with the agriculture community. All LOMAs are funded by federal Wagner-Peyser program funds. In partnership with the NJFP and other agriculture service providers, LOMAs offer workers and employers a

comprehensive menu of state and federally funded services. Site visits are vital due to the demographics and the existing barriers of transportation and distance to job centers.

An existing MOU with MEO provides WDD a key partner in outreach efforts to the MSFW community. MEO provides employment and training services statewide targeting low-income farm workers and their families. WDD's continued ties with the State Department of Agriculture and the Hawaii Farm Bureau Federation helps maintain an integral link to the agricultural community. WDD will continue to leverage the knowledge and relationship that these agencies have within the local farming communities to promote services available to the MSFW population.

(B) Providing technical assistance to outreach workers. Technical assistance must include trainings, conferences, additional resources, and increased collaboration with other organizations on topics such as one-stop center services (i.e. availability of referrals to training, supportive services, and career services, as well as specific employment opportunities), the employment service complaint system, information on the other organizations serving MSFWs in the area, and a basic summary of farmworker rights, including their rights with respect to the terms and conditions of employment.

To provide the best Technical Assistance to Outreach workers a thorough study of the labor market will target proper strategies and core competencies within the farming industry. SMA's will produce strategies such as conducting an analysis of businesses to collect key needs, concerns and data that will determine the number of employed farmworkers in that area. This will establish a current understanding of the industry and transfer the proper provisions to outreach workers. Currently Hilo has the most farming acreage, and employees, TA will be focused on Hilo to enhance overall performance compliance.

Administrative support will be provided to outreach workers for continuity of federal compliance, policies and guidelines. WDD will provide coordination of services and implement best practices relating to service delivery through One-stop delivery systems. Technical assistance will address all key issues to establish articles of significant challenges such as under-enrollment within specific Counties or programs.

(C) Increasing outreach worker training and awareness across core programs including the Unemployment Insurance (UI) program and the training on identification of UI eligibility issues.

LOMAs will be encouraged to arrange quarterly site visits which allow farmworkers and employers to feel comfortable in their own environment and allow them to give more time to LOMAs. Transportation for workers is a significant barrier to receiving services, information, intake etc. Site visits help to increase opportunities and awareness of programs available to help enhance the lives of participants and their families. LOMAs will present options to workers regarding assistance on transportation to training,

planning, scheduling, labor market information and referrals to any additional services clients may be eligible for. Bringing the information to clients will enhance the opportunities for services. Once encouraged by LOMAs regular site visits help to establish a connection between the farmworker and the agriculture industry.

(D) Providing State merit staff outreach workers professional development activities to ensure they are able to provide high quality services to both jobseekers and employers.

The SMA is a State Merit staff and is readily available to provide technical support to the LOMAs. The SMA is located on the island of Oahu and is accessible to the LOMAs located in the four local areas. The SMA will travel to the outreach staff as needed without unnecessary delay.

(E) Coordinating outreach efforts with NFJP grantees as well as with public and private community service agencies and MSFW groups.

The goal established for each program year by the State for the total number of farmworkers who will be contacted, include the following considerations: the ambitious aim to reach out to as many farmworkers as possible based on historical estimated total farmworker population data; the number of LOMAs and MEO staff dedicated to outreach; LOMAs and MEO will rely on its resources to perform the majority of outreach activities. The SMA, LOMAs and NFJP will continue to collaborate its outreach efforts as outlined in the MOU between DLIR and MEO. In addition, the partnership with MEO continues to be strengthened through their participation at the AJC's quarterly meetings.

(3) Services provided to farmworkers and agricultural employers through the one-stop delivery system. Describe the State agency's proposed strategies for:

- (A) Providing the full range of employment and training services to the agricultural community, both farmworkers and agricultural employers, through the one-stop delivery system. This includes:*
- i. How career and training services required under WIOA Title I will be provided to MSFWs through the one-stop centers;*
 - ii. How the State serves agricultural employers and how it intends to improve such services.*

A. State Strategies:

i. How career training services required under WIOA Title I will be provided to MSFWs through the one-stop centers.

The WIOA Title 1 section 167 grantee in Hawaii, Maui Economic Opportunity, (MEO), and the DLIR Workforce Development Division administrator have agreed to assess the effectiveness of the statewide outreach strategy on an annual basis. For example, they will assess if the outreach efforts are sufficient to locate and contact farmworkers. The partnership will

evaluate its efforts in recruiting agriculture service providers, to include public and private community service agencies and MSFW groups, and encourage their participation to continue the collaborative partnership to increase outreach efforts to the MSFW population.

ii. How the State serves agricultural employers and how it intends to improve such services.

Farmworkers have unique service needs. A variety of employment services is customized to meet their specific concerns. DLIR WDD will continue to utilize the expertise of the Agricultural Boards to share information on AJC services. Further, as part of the Wagner-Peyser program, staff continually conduct employer engagement to share information out HireNet Hawaii, the State Job Board. Staff continue to provide group presentations, distribute outreach material, and conduct job fairs to meet the employers' workforce needs. A common service need in the migrant population is language assistance. Whether it is at outreach events or at the local AJC, staff are trained to identify the need for language interpreter services. In Hawaii, the common languages spoken in addition to English within the MSFW population are Ilocano, Spanish, Thai, and to a lesser extent; Mandarin, Lao, and Khmer.

The AJC has access to interpreter services that are facilitated through its partnership with the DLIR's Office of Language Access (OLA). OLA provides centralized oversight, coordination, and technical assistance to State agencies and organizations that receive state funding, regarding the implementation requirements of Hawaii Language Access Law. The goal of the OLA is to ensure that no person is denied access to State or State-funded services due to their limited ability to speak, read, write or understand the English language.

Staff are trained to brief the rule on priority of employment and training services to veterans and eligible persons. Having individuals aware of the priority of service rule prepares them to understand that military veterans will receive staff assisted services ahead of non-veterans when seeking assistance at the Centers. On the other hand, if a farmworker is identified by staff as veteran, the individual will be aware that he or she is able to access staff assistance ahead of other farmworkers and non-veterans.

(B) Marketing the employment service complaint system to farmworkers and other farmworker advocacy groups.

Information on the job service complaint system is included in the informational briefings to customers at outreach events or during orientation of services at the AJCs. The SMA is working with information specialists to add information about the complaint system to its web-based labor exchange information system, HireNet Hawaii (www.hirenethawaii.com). The SMA is also

working with appropriate resources to develop a brochure that specifically promotes services to farmworkers and agriculture employers. The brochure will include knowledge about the complaint system, farmworker rights, language assistance, career guidance, National Farmworker Jobs Program, and other relevant employment services.

(C) Marketing the Agricultural Recruitment System to agricultural employers and how it intends to improve such publicity.

Brochures with phone numbers, street and website addresses of the AJCs will be developed. Because it is common for job seekers to browse the internet to learn about government services, DLIR WDD, will continually update its website and inform partner agencies of these updates. Further, DLIR WDD will purchase banners for each local area for use at job fairs and other employer events. The customer will have a choice on how he or she will access government services. More and more jobseekers feel comfortable with the internet to access services. In promoting the full array of services at the AJCs, outreach staff is trained to highlight the computer resources at the Centers. Not only are the computers connected to the internet, but software tools and staff assistance are available to assist farmworkers with creating a resume.

(4) Other Requirements.

(A) Collaboration. Describe any collaborative agreements the state workforce agency (SWA) has with other MSFW service providers including NFJP grantees and other service providers. Describe how the SWA intends to build upon/increase collaboration with existing partners and in establishing new partners over the next four years (including any approximate timelines for establishing agreements or building upon existing agreements).

A current MOU has been executed between DLIR and MEO which shows the commitment to collaborate and leverage its resources to serve the agriculture community with a focus on the Migrant Seasonal Farmworker population and economically disadvantaged farmworkers and their dependents

DLIR and MEO will leverage their public, private, and non-profit community network of agriculture stakeholders to grow a coalition of service providers serving the interests of the MSFW community. New partners will be encouraged to cement its commitment to the coalition with a formal MOU. Upon consent by partners to participate in an MOU, DLIR will post newly implemented MOUs on the DLIR website within 30 days after the MOU is signed by all participating parties.

WDD and its AJC network partners deliver services to agricultural employers through outreach; at the AJC; via the internet labor exchange system, HireNet

Hawaii; marketing information; job fairs, etc. Employer directed job recruiting using the exchange system is primarily through the job order process at HireNet Hawaii (www.hirenethawaii.com). Employers utilize HireNet Hawaii in posting job openings within their company. Staff provide customized information products according to the needs of the employer and to the needs of the migrant seasonal farmworkers. Key services include orienting employers to the H-2A Foreign Labor Certification of temporary and seasonal agriculture workers program, referral of qualified U.S. citizens to farm job openings, and timely agriculture labor market information.

(B) Review and Public Comment. In developing the AOP, the SWA must solicit information and suggestions from NFJP grantees, other appropriate MSFW groups, public agencies, agricultural employer organizations, and other interested organizations. In addition, at least 45 calendar days before submitting its final AOP, the SWA must provide a proposed plan to NFJP grantees, public agencies, agricultural employer organizations, and other organizations expressing an interest and allow at least 30 days for review and comment. The SWA must: 1) Consider any comments received in formulating its final proposed AOP; 2) Inform all commenting parties in writing whether their comments have been incorporated and, if not, the reasons therefore; and 3) Transmit the comments and recommendations received and its responses with the submission of the AOP.

i. The AOP must include a statement confirming NFJP grantees, other appropriate MSFW groups, public agencies, agricultural employer organizations and other interested employer organizations have been given an opportunity to comment on the AOP. Include the list of organizations from which information and suggestions were solicited, any comments received, and responses to those comments.

Copies of this plan will be provided to interested parties for review and comment. The Hawaii WIOA National Farmworker Jobs Program grantee, Maui Economic Opportunity, Inc., will be provided a copy of the plan for review and comment. The plan will be posted on the State of Hawaii Department of Labor and Industrial Relations web site for public review and comments.

The draft of the plan and a request for comments will be sent to the following agencies:

1. Maui Economic Opportunity Inc. (National Farmworker Job Program Grantee)
99 Mahalani Street
Wailuku, HI 96793
(808) 243-4365
2. USDA NASS PRO Hawaii Field Office
1428 South King Street

Honolulu, Hawaii 96814
(808)-973-9588

Further, the plan is posted for review and comments on the State of Hawaii Department of Labor and Industrial Relations, Workforce Development Division website at www.labor.hawaii.gov/wdd. any comments and or recommendations may be submitted to the State Monitor Advocate (SMA) as provided below:

Ms. Maricar Pilotin-Freitas
State Department of Labor and Industrial Relations
Workforce Development Division
Maricar.R.Pilotin-Freitas@hawaii.gov
(808) 586-8877

- (C) *Data Assessment. Review the previous four years Wagner-Peyser data reports on performance. Note whether the State has been meeting its goals to provide MSFWs quantitatively proportionate services as compared to non-MSFWs. If it has not met these goals, explain why the State believes such goals were not met and how the State intends to improve its provision of services in order to meet such goals.*

The ETA Migrant Indicators of Compliance reveals that the State averagely met 4 out of 8 performance areas. The areas that were regularly met are: referred to employment, received staff assisted services, and career guidance. The State has met the MSFW federal performance indicators approximately 30% of the time in the last 4 years. The one-stop center averages 82 MSFW participants a quarter compared to an average of 7,700 non-MSFW participants. Hawaii is not a significant State for Migrant and Seasonal Farmworkers, however MSFW services are established and the career centers and employment specialist are trained and prepared to service eligible participants.

- (D) *Assessment of progress. The plan must include an explanation of what was achieved based on the previous AOP, what was not achieved and an explanation as to why the State believes the goals were not achieved, and how the State intends to remedy the gaps of achievement in the coming year.*

Although Hawaii had minimal physical outreach efforts in PY 2019, information about MSFW services are available at each of the four AJCs. Hawaii intends to expand its outreach efforts in PY 2020. Wagner-Peyser staff are available to provide basic and career services at each of the AJCs. In addition, Wagner-Peyser staff continue to screen records in the State's data system, HireNet Hawaii, for MSFW population and provide outreach to the MSFW population.

- (E) *State Monitor Advocate. The plan must contain a statement confirming the State Monitor Advocate has reviewed and approved the AOP.*

The State Monitor Advocate has provided oversight of this plan and has reviewed and approved it.

WAGNER-PEYSER ASSURANCES

The State Plan must include assurances that:	
1.	The Wagner-Peyser Employment Service is co-located with one-stop centers or a plan and timeline has been developed to comply with this requirement within a reasonable amount of time. (sec 121(e)(3));
2.	The State agency is complying with the requirements under 20 CFR 653.111 (State agency staffing requirements) if the State has significant MSFW one-stop centers;
3.	If a State Workforce Development Board, department, or agency administers State laws for vocational rehabilitation of persons with disabilities, that board, department, or agency cooperates with the agency that administers Wagner-Peyser services, Adult and Dislocated Worker programs and Youth Programs under Title I; and
4.	State agency merit-based public employees provide Wagner-Peyser Act-funded labor exchange activities in accordance with Department of Labor regulations.

ADULT EDUCATION AND FAMILY LITERACY ACT PROGRAM

The Unified or Combined State Plan must include a description of the following as it pertains to adult education and literacy programs and activities under title II of WIOA, the Adult Education and Family Literacy Act (AEFLA).

- (a) **Aligning of Content Standards.** *Describe how the eligible agency has aligned its content standards for adult education with State-adopted challenging academic content standards, as adopted under section 1111(b)(1) of the Elementary and Secondary Education Act of 1965, as amended (20 U.S.C. 6311(b)(1)).*

The Hawaii Department of Education (HIDOE) adult education program is aligned with the K-12 Hawaii Core State Standards through the adoption of the College and Career Readiness Standards (CCRS) for Adult Education. The CCRS is recommended in a 2013 report commissioned by the Office of Career, Technical and Adult Education (OCTAE). The CCRS are content standards selected from the K-12 Language Arts and Mathematics Common Core Standards that are most applicable to adult learners and which were chosen by a panel of experts.

While Hawaii's Adult Education program uses the CCRS operationally, work will continue with a process to formally adopt the CCRS. A standards review panel consisting of stakeholders from multiple role groups will review the CCRS and make recommendations for final approval to the Hawaii Board of Education. Additionally, the process to formally adopt the research-based Adult Education English Language Proficiency Standards (ELPS) for English Language Learners (ELL) will continue. The ELPS has the capability to integrate academic content standards in English Language Arts, Adult Basic Education, and career pathways programs.

Adult school teachers have participated in professional development to implement the CCRS and continuous professional development is planned.

The implementation of the CCRS and ELPS is foundational to provide all students with life-changing educational experiences to help them succeed as a worker, parent, and citizen, through career pathways that lead to meaningful certificates and degrees.

- (b) **Local Activities.** *Describe how the State will, using the considerations specified in section 231(e) of WIOA, fund each eligible provider to establish or operate programs that provide any of the following adult education and literacy activities identified in section 203 of WIOA, including programs that provide such activities concurrently. The Unified or Combined State Plan must include at a minimum the scope, content, and organization of these local activities.*

Adult Education and Literacy Activities (Section 203 of WIOA)

Adult Education and Family Literacy activities; Workplace adult education and literacy activities; Family literacy activities; English language acquisition activities; Integrated English literacy and civics education; Workforce preparation activities; or

Integrated education and training that—

1. *Provides adult education and literacy activities, concurrently and contextually with both, workforce preparation activities, and workforce training for a specific occupation or occupational cluster, and*
2. *Is for the purpose of educational and career advancement.*

Special Rule. *Each eligible agency awarding a grant or contract under this section shall not use any funds made available under this title for adult education and literacy activities for the purpose of supporting or providing programs, services, or activities for individuals who are under the age of 16 and are enrolled or required to be enrolled in secondary school under State law, except that such agency may use such funds for such purpose if such programs, services, or activities are related to family literacy activities. In providing family literacy activities under this title, an eligible provider shall attempt to coordinate with programs and services that are not assisted under this title prior to using funds for adult education and literacy activities under this title for activities other than activities for eligible individuals.*

Local Activities Funding

Overview

The HDOE requires all applicants for sections 225, 231, and/or 243 to use the same application process. This ensures that all applications are evaluated using the same rubric and scoring criteria. HDOE ensures that all applicants have direct and equitable access to apply for grants or contracts. It also ensures that the same grant or contract announcement, application, and proposal process is used for all applicants through the grant management system.

During the initial period of the grant submission process, any eligible agency that contacts the HDOE with an interest in applying will be provided the information needed. HDOE believes that these approaches meet the requirements specified in AEFLA and is satisfied that every effort is made to ensure direct and equitable access.

HDOE uses the considerations specified in section 231(e) of WIOA to fund applicants by incorporating each of the considerations into the narrative portion of the application. HDOE attaches a point-based scoring rubric weighting each of the considerations. Applicants must provide narrative detail to demonstrate how they will meet each consideration.

The application process is designed such that eligible agencies will be invited to apply for funding from Section 231, and/or Section 225, and/or Section 243 funds, in one or more counties, depending upon their infrastructure, service area, and expertise. The criteria for funding is prioritized around the funding considerations outlined in WIOA Section 231(e).

The application includes separate sections for each category of funding and require detailed descriptions of services, budget narratives, etc., broken down by Section and

by county or counties to be served. The HIDEOE reserves the right to award grants based on an application in its entirety or on specific sub-parts. The HIDEOE will compete Title II funds every 3 years; each year grantees will receive continuation funding based on the submission of an annual grant application and effective performance, provided a federal Title II allocation award is received.

The HIDEOE will make available no less than 82.5% of the federal grant award to the selected eligible provider in the form of allocation notices or contracts. Additionally, up to 20% of the grant award will be for adult education services to correctional facilities. The HIDEOE and each grant recipient will be limited to a maximum of 5% of their total award for administrative costs.

Eligible Providers

Eligible providers that may apply for a grant award under the WIOA Title II include:

- 1) A local education agency
- 2) A community-based organization of demonstrated effectiveness
- 3) An institution of higher education
- 4) A public housing authority
- 5) A faith-based organization of demonstrated effectiveness
- 6) A library
- 7) A consortium of agencies
- 8) For- and non- profit agencies of demonstrated effectiveness who are able to provide adult education services

Upon analyzing the economic and workforce information provided in the Common Elements Section II of Hawaii's Unified Plan, HIDEOE focuses AEFLA services on areas critical for Hawaii to address within the workforce development system. These priorities, which are explicitly requested in the application process for eligible providers include:

- Services to homeless individuals and Native Hawaiians with the intent of getting them into the workforce
- Providing integrated education and training services to low-skilled jobseekers along career pathways with the intent of transitioning them into postsecondary or employment
- Providing more workplace training programs to help under-employed youth and adults advance in employment to a sustainable wage

Application Process

The HIDEOE will adhere to the regulations in the Hawaii Administrative Rules on Procurement. The following suggested timeline will be utilized in the application process of Request for Proposals (RFPs).

EVENT	Timeframe
Funding Availability	March

Notification	
Formation of Screening Committee	April
Application Deadline	May
Review and Rating of Grant Applications	June
Acceptance/Rejection Notification	July
Final Notification of Grant Awards	August
Program Year Begins	September

Funding Availability Notification

The HIDOE, in collaboration with WIOA core partners, will develop the RFPs and announce the availability of grant funds under the auspices of WIOA Title II. The following communication mechanisms will be used to publicize the information:

- The announcement will be sent to the Unified State Plan (USP) partners and other agencies involved in the workforce development system
- The announcement will be disseminated through online statewide news and information websites, specifically on the Hawaii Community Education and State Procurement websites

The RFP will contain information pertaining to:

- 5) Type of grant
- 6) Contact person to obtain RFP guidelines
- 7) Grant application due date
- 8) Other pertinent information

Review and Selection Committee

The RFP review and selection committee will be comprised of the USP partners and other relevant stakeholders deemed appropriate by the core partners.

The committee will evaluate and rate each proposal based on screening criteria. Once the committee has made recommendations to the HIDOE regarding tentative acceptance/rejection of proposals, the providers are notified.

Application Submittal

Applicants will be required to submit their completed RFP by the specified deadline to:

Hawaii Department of Education
Community Education Section

475 22nd Avenue, Room 219
Honolulu, HI 96816

The HDOE will screen submitted RFPs for completeness and date stamp them upon receipt to ensure only those received by the deadline are considered for acceptance.

Selection Process

Applications to provide adult education services as described and authorized under Title II of the WIOA will be reviewed by the Selection Committee. The HDOE will attach a point-based scoring rubric weighting the considerations, including those specific to each subpart (231, 225 and 243).

Applicants will be required to provide narrative detail (including a budget narrative) to demonstrate how they will meet each consideration.

The State's application for IELCE (i.e., section 243) funds will require applicants to describe how they plan to provide English language acquisition and civics education concurrently and contextually. The proposed activities and budget will be reviewed by the State to ensure that they meet all statutory requirements.

The following represents the suggested evaluation criteria, based on the funding considerations described in WIOA Section 231 (e).

Criteria	Point Value
Measurable Goals	10
Past Effectiveness	5
Serving Most in Need	10
Intensity of Services	10
Effective Practices	5
Technology	5
Contextualization/Career Pathways	10

Family Literacy applicants with programs that offer a comprehensive family literacy component will be evaluated according to the same proposed criteria outlined above as well as the following additional criteria.

Criteria	Point Value
Interactive Parent/Child Activities	10
Parent Education	10
Adult Education	10
Child Education	10

Total	40
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Summary

The HIDEOE ensures that all applicants will have direct and equitable access to apply for grants and contracts, and the same grant or contract process is used for all applicants.

The HIDEOE will announce the availability of grant funds under the auspices of WIOA Title II. The following channels of communication will be utilized to publicize the information and ensure direct and equitable access. (This is described in the “Eligible Providers” section.)

Local Activities Scope. Content and Organization

Overview

Adult Education and Literacy programs, activities, and services provide Hawaii’s adult learners with the skills to become successful workers, citizens, and family members. Working cooperatively with other state agencies, integrated education and training initiatives have been implemented to ensure success for Hawaii’s adult population. AEFLA funding is utilized to continue implementing new opportunities in integrated education and training and workplace literacy.

MAKING SKILLS EVERYONE’S BUSINESS

HIDEOE’s adult education program made an alignment to the strategies identified in the U.S. Department of Education report entitled “*Making Skills Everyone’s Business: A Call to Transform Adult Learning in the United States*” with the local agencies. Application of these strategies is intended to establish workplace skills, effective relationships, and applied knowledge for Hawaii’s low-skilled adults and disconnected youth.

Strategy 1

- Act Collectively to Raise Awareness and Take Joint Ownership of Solutions
- Build partnerships with public and/or private agencies to engage in a call-to-action plan and assist targeted populations with learning opportunities.

Strategy 2

- Transform Opportunities for Youth and Adults to Assess, Improve, and Use Foundation Skill
- Bridge the digital literacy divide by examining traditional instructional practices that can be enhanced by digital tools to improve instructional practices and enrich learning.

Strategy 3

- Make Career Pathways Opportunities Available and Accessible statewide
- Implement a statewide career pathway system model with core program areas

Strategy 4

- Ensure that All Students have Access to Highly Effective Teachers, Leaders, and Programs
- Pool State Leadership funds with LEA funding to coordinate delivery of high-quality professional development opportunities that support Hawaii's adult education teachers

Strategy 5

- Create a "No Wrong Door" Approach for Youth and Adult Services
- Sustain efforts to bridge literacy education and employability skills with local workforce boards and the State Workforce Development Board to build a solid foundation of academic skills and a strong and viable work environment

Strategy 6

- Engage Employers to Support Upskilling More Front-Line Workers
- Work with state and local providers to increase coordination of education and training programs to better service individuals with low skills, with limited English abilities, and/or with disabilities, and to improve employment outcomes
- Develop job-shadowing opportunities and internships with local business agencies

Strategy 7

- Commit to Closing the Equity Gap for Vulnerable Subpopulations
- Enhance work-based learning and community engagement to assist adults to become economically self-sufficient and to help businesses improve productivity

Adult Education

HIDOE's adult education program gives priority to the most in need and hardest to serve populations as described in the Needs Assessment. HIDOE's adult education program works with its WIOA core partners and other state and local stakeholders to identify and provide access to adults in need of basic and secondary education and training services.

HIDOE's adult education program objectives are:

- To provide eligible adults with basic and secondary academic and social capital skills that help them become more productive members of the workforce and community
- To help eligible adults meet personal and life goals, such as developing academic, employability and job training skills, in order that they may move along career pathways toward finding employment, advancing on the job, and support themselves and their families
- To provide eligible adults with the necessary college and career readiness skills
- To provide eligible adults with a safe environment so that they are able to meet their education and career goals

Family Literacy

HIDOE's adult education program provides family literacy services so that eligible adults who want to enhance their own educational skills are able to do so simultaneously with their children.

The HIDOE's adult education program is gaining momentum in establishing family literacy projects at elementary and middle schools through literacy resources and classes for parents.

Family literacy programs are structured around families that have at least one parent who is eligible to receive adult education services and at least one young child. These programs:

- Promote positive interactive literacy activities between the parent and child
- Provide educational services to the parent so they become partners in the education of their children
- Contribute to building and maintaining strong family systems, which promote growth and development

The family literacy program reports progress according to core indicators established under the WIOA Title II family literacy definition of activities:

- Interactive literacy activities between parents and their children
- Training for parents to be primary teachers and full partners in the education of their children
- Parent literacy training that leads to economic self-sufficiency
- Age-appropriate education to prepare children for success in school and life

Workplace Adult Education and Literacy Activities

Workplace literacy classes play an important role in the community. The HIDOE adult education program provides classes for adult literacy and basic skills; secondary education services that may lead to a Hawaii Adult Community School Diploma (HACSD); the update/upgrade of skills for workers; and, improved competency of adult workers in speaking, listening, writing, reasoning and problem solving.

Workplace literacy programs focus on the literacy and skills education workers need to gain new employment, retain present jobs, increase productivity, and advance in their careers. The focus of these programs includes life skills training and employability skills, such as adult basic education, English Literacy, civics and training in job readiness.

Highly effective statewide professional development for instructors and school-level staff have been initiated to ensure that College and Career (CCR) standards-based instructional materials and methods are geared to individual learning styles and educational needs.

In addition, the HIDOE's adult education program is currently licensed to administer the National Workplace Readiness Credential.

iCAN

The Individualized Career Achievement Network (iCAN) program is part of the Workplace Adult Education and Literacy Activities. This program is aimed at transitioning students to workplace and/or postsecondary education and training, and is being expanded.

iCAN is a partnership addressing Adult Education and improving work and college readiness. It is a bridging program that provides a statewide solution in preparing adult learners with skills necessary to enter into the University of Hawaii/Community Colleges system or enter into Hawaii's workforce.

Presently, there are iCAN programs at six local adult education sites, four community colleges and the American Job Center on Oahu. Their purpose is to increase the number of adult learners successfully completing entry and mid-level certification programs in four fast growing sectors: Energy, Agriculture, Healthcare and Hospitality. Wrap-around services exist and include academic counseling, career exploration, Department of Labor support services, tutoring and learning labs. Sustainability and funding efforts is a joint venture of the WIOA core programs.

HIDOE's adult education program have actively engaged in conversations with the WIOA core and mandatory partners to provide streamlined services with iCAN. An example is a referral protocol with the community colleges that assists counselors and instructors to identify at-risk students and make direct referrals to the iCAN program for developmental education.

A newly-developed workplace literacy program is the Workforce Development Diploma Program (WDDP) to address the needs of the Adult Basic Education students. The WDDP emphasizes integrated education and training that: (a) provides adult education and literacy activities, concurrently and contextually with both workforce preparation activities and workforce training for a specific occupation or occupational cluster and (b) is for the purpose of educational and career advancement. Upon successful completion of the educational and training component, the adult student will earn a Workforce Development Diploma. Hawaii's American Job Centers are promoting the WDDP with their clients who are seeking entry-level employment or interested in a pre-apprenticeship in the state's trade industries.

A statewide career pathways system was implemented to emphasize transitions to postsecondary education, apprenticeships, other career training for employability, and to strengthen the alignment with the One-Stop delivery system. As part of the career pathway system HIDOE's adult education program continues to offer programs and services to increase the present workforce activities in the hotel industry, other businesses, and the military.

Career Pathways -Integrated Education and Training

A career pathway is a series of connected education, employability, job training and support services that enable individuals to secure employment within a specific occupational sector and to advance to successively higher levels of education and employment in that sector.

Adult Education Career Pathways Service Delivery Model

Component	Strategies
1 Partnerships	<p>Formal partnerships with WIOA core partners and other key stakeholders at the local level that support education and workforce development.</p> <p>Partners include education and training systems, business and industry, workforce and economic development, and community based organizations.</p>
2 Alignment	<p>Services align to other education and training systems, such as postsecondary education, so that students are able to transition into entry level employment and postsecondary programming without the need for remediation.</p>
3 Culture	<p>College and career readiness will be the focus of adult education programs to create an environment that supports college and career success.</p>
4 Intake/Orientation	<p>Intake and orientation activities will incorporate career assessment, exploration and goal-setting with approved standardized academic assessments for appropriate placement for services.</p> <p>WIOA partners will explore a centralized referral, intake, orientation and assessment process to ensure efficient service delivery within the workforce development system.</p>
5 Education, Career and Life Planning	<p>All students will have an Education, Career and Life Plan that includes</p>

	<p>short and long-term education, career and life goals and planning.</p> <p>Service will be guided by individual plans and students are involved throughout the process.</p>
6 Ongoing Assessment and Learning	Ongoing formal and informal assessment of students is conducted to monitor progress, ensure focus and direct services towards achievement of academic and career success.
7 Career Advising	Students will have the opportunity to receive ongoing academic and career advising services as needed, to keep them progressing through their Education, Career and Life Plans and to assist them with post-program transitions.
8 Contextualized Services Along Pathways	<p>Articulated statewide career pathways are developed and utilized among WIOA partners for service delivery that support local labor market demands and workforce development client needs.</p> <p>Contextualized academic and career-related services will be provided that are aligned to the College and Career Readiness Standards.</p> <p>Employers and workforce development partners are involved in the development and implementation of career-related services.</p> <p>Instructional practices incorporate focus, knowledge, coherence, evidence, complexity and rigor.</p> <p>Services are flexible and are of sufficient intensity and duration in order that students efficiently meet academic and career goals.</p>

	Participatory learning strategies are utilized so the students are in control of their own learning and progress.
9 Support Services	<p>Job exposure opportunities for students such as internships, job shadowing and apprenticeships will be offered.</p> <p>Study skills and college support activities are provided to ensure postsecondary transition success.</p> <p>Referral to other necessary support services are provided, such as transportation and childcare, to ensure access and persistence in education and training.</p>
10 Data Management	State required data is collected through an information-management system to ensure compliance and effectiveness.
11 Evaluation/Continuous Improvement	Performance outcomes are monitored on an annual basis for continuous improvement purposes.
12 Professional Development	Ongoing professional development opportunities are provided for continuous improvement and increased effectiveness, particularly in the area of College and Career Readiness Standards, Effectiveness Instruction Practices and Career Pathways.

The use of rigorous and challenging academic standards and career pathways that contextualize learning are recognized strategies to promote readiness for postsecondary education and work; therefore, integrated academic and career services play a key role in adult education under WIOA.

HIDOE's adult education students have the opportunity to receive both adult basic education and career-related services, in collaboration with core partners and other relevant stakeholders (such as employers). The goal is to prepare students to transition as seamlessly as possible to the career pathways opportunities, i.e. certificate and credential programs offered primarily by the University of Hawaii Community College system, labor unions and others, so that all eligible adults have what they need to transition into sustainable employment.

Adult literacy and basic education services, English language proficiency and high-school equivalency preparation continue to be provided; however, under WIOA, in collaboration with core partners and other key stakeholders, these services are integrated with a focus on career services so that adults gain, retain and/or advance in employment.

In addition, adult education emphasizes employability skills defined as the non-technical skills, knowledge and understandings that are necessary to gain employment and participate effectively in the workplace. Often referred to as employability skills, they include skills such as:

Skill	Definition
Verbal and Written Communication	Able to express ideas clearly in speech and in writing.
Teamwork	Work confidently within a group.
Initiative/Self-Motivation	Able to act on initiative, identify opportunities and be proactive in putting forward ideas and solutions.
Planning and Organizing	Able to plan activities and carry them through effectively.
Flexibility	Adapt successfully to changing situations and environments.
Time Management	Manage time effectively, prioritizing tasks and able to work to deadlines.
Self-awareness	Awareness of achievements, abilities, values and weaknesses and what you want out of life.
Confidence	Presents a strong, professional, positive image to others which inspires confidence and commands respect.
Integrity	Adheres to standards and procedures, maintains confidentiality and questions inappropriate behavior.
Tolerance	Maintains effective performance under pressure.
Independence	Accepts responsibility for views and actions and able to work under their own direction and initiative.
Professionalism	Pays care and attention to quality in all their words. Supports and empowers others.
Interpersonal Sensitivity	Recognize and reports different perspectives. Open to the ideas and views of others.

It is imperative that workers today engage in effective teamwork and problem-solving

strategies, use technology, adapt to a changing work environment, communicate effectively, respect people and perspectives, take responsibility for the quality of their work and learn new skills. It is the goal of HIDOE's adult education program to ensure adults being served through the adult education program will acquire the knowledge and skills in order to be successful in today's workforce.

Integrated English Literacy and Civics Education

English Language Proficiency in HIDOE's adult education program serves adults whose native language is other than English. Since Hawaii has a significant and growing immigrant population, English language services comprise a large part of the adult education program enrollment. Currently, these services are designed to help adults learn English so they can meet their personal, academic, employment and citizenship goals as well as for acculturation.

However, emphasis on serving English language learners is being carried out through integration of employability and job training skills.

Under WIOA, the program retains the focus on English language proficiency and civics education instruction, but includes supports for stronger ties to employment and the workforce system.

In order to receive Section 243 funds, HIDOE's adult education program offers workforce training related to in-demand occupations. Since tourism and hospitality are economic growth areas, partnerships have been established with the hotel and travel industry, as well as with restaurateurs, to offer on-the-job training and instruction of employability skills.

English Literacy

Literacy is the ability to understand and employ printed information in daily activities at home, at work and in the community. The English Literacy focus is on teaching adults whose native language is other than English. English literacy programs are designed to help adults learn to communicate in English so they can meet their personal, academic, employment and community goals.

Programs utilize proficiency-based instruction, whole language, language experience, learner-generated curriculum and participatory approaches, as well as work/textbook, video, online, blended learning models and other commercially prepared adult English Literacy materials.

Additionally, a statewide curriculum for the Integrated English Literacy and Civics Education (IELCE) program is being utilized to achieve competence in academic skills that leads to the attainment of employment and/or a postsecondary education and training. This may also increase the Educational Functioning Levels (EFLs) of the English Language Learners (ELL).

To be an effective community member, English is essential to make informed decisions and to take sound actions that make a positive difference in communities and the world. This is accomplished by integrating the following:

- Communicate so that others understand
- Read, view and think critically
- Convey ideas effectively in writing
- Value the uniqueness of all

Content areas in English Literacy include:

- Listening, speaking, reading and writing in areas of interest and relevance
- Reading comprehension strategies
- Social and interpersonal skill development
- Appreciation of own and others' cultures and values
- Conversation strategies in real-life settings

Specifically, adult learners are instructed contextually in vital life-navigating skills, ranging from community expectations, fiscal management, personal development and employability, through such subjects as:

- Citizenship, civic responsibilities and government institutions, including background in history, laws and local customs
- Financial institutions, personal budget and fiscal management
- Health institutions, proper health, nutrition and lifestyles
- Educational institutions and opportunities
- Conflict resolution strategies and how to cope with change and new work experiences
- Awareness of work benefits, rights, laws and procedures

By applying this concept of practical learning, HIDOE's adult education program develops new or expanded acculturation and citizenship courses. They would specifically offer instruction in;

- (a) community expectations, such as civic duty and awareness
- (b) fiscal management skills, such as personal banking and budget planning, and
- (c) proper health, nutrition and living

As part of the planning and collaborative process, partnerships have been established between Adult Basic Education (ABE), English Literacy (EL) and Adult Secondary English (ASE) educators and other appropriate programs in order to incorporate relevant content of these additional life skills.

Based upon past experience under WIA, a typical example of what IELCE service delivery looks like at the local level is similar to the following. An eligible provider provides the classroom (English language acquisition and civics education) instruction to a specific cohort of students, while partnering with another nonprofit or social entrepreneurial organization that then provides or coordinates timely and well-aligned

occupational skills training.

For example, a HIDOE adult education program school partners with a non-profit organization to work with a cohort of Pacific Islander immigrants. The adult education program provides contextualized English language acquisition instruction that includes general employability, workplace, and financial vocabulary as well as instruction on the rights and responsibilities of citizenship and civic participation. The non-profit organization provides hands-on training and skill building opportunities, for example, in agricultural irrigation system installation.

Interagency Collaboration

Under WIOA, the HIDOE adult education program emphasizes a systemic, collaborative interagency approach to adult education and will establish more links to and partnerships with job training programs.

Since 2014, the HIDOE adult education program has been collaborating with core partners and other key stakeholders in order to strategize the foundations for a comprehensive career pathways service delivery system. This group is comprised of professionals in labor, education, business and industry, social services, health and policy makers. The stakeholder group collaborates with the HIDOE adult education program in the following ways:

- Assist adult education with developing and implementing a comprehensive career pathways service delivery model, including seamless transitions to established career pathways
- Integrate adult education services with other key support services, particularly those of mandated core partners under WIOA, through the development of the WIOA Unified State Plan and other interagency agreements and memoranda of understanding
- Forge additional partners with other key state and local stakeholders involved with workforce and economic development
- Ongoing collaboration with business and industry to establish articulated career pathways, workplace literacy, work-based learning opportunities such as internships and apprenticeships and other resources

WIOA demands strong collaboration among core partners and other state and local agencies in order to provide integrated, aligned and streamlined services to low-skilled adults. The following agencies/stakeholders are part of this collaborative:

- Hawaii Community Schools for Adults
- Hawaii Department of Education
- Hawaii Department of Labor and Industrial Relations, Employment Services
- Hawaii Department of Public Safety, Division of Corrections
- University of Hawaii, Community College System
- Job Corps
- Hawaii Department of Immigration Services
- Hawaii Department of Human Services, Division of Vocational Rehabilitation

- Workforce Development Boards, One-Stop System
- Career and Technical Education
- Hawaii State Legislators
- U.S. Armed Forces
- Business and Industry
- Office of the Governor
- Workforce Development Council

Reporting and Assessment

HIDOE's adult education program will continue to report performance measures through the National Reporting System as required under WIOA.

The National Reporting System is an accountability system for reporting core indicators of performance for federally funded adult education programs (as required under WIOA, AEFLA subsection). This reporting system includes a set of student measures to assess the impact of adult education services and for continuous improvement.

HIDOE's adult education program uses two student assessment systems: the Test of Adult Basic Education (TABE) for English speaking students, and the Comprehensive Adult Student Assessment System (CASAS) for non-English speaking students.

These assessments deliver comprehensive diagnostic and prescriptive information, establish measurable learner goals, document learner outcomes and report program effectiveness to students, staff, administrators, policy makers, and funders.

Hawaii continues to integrate academic competencies with instructional strategies to evaluate, in part, the effectiveness of the adult education system. Both CASAS and TABE are approved standardized assessments by the U.S. Department of Education.

The State of Hawaii will continue to use TOPSpro Enterprise, a computerized database management system offered as part of CASAS, to track student information and performance. TOPSpro Enterprise is designed to automate CASAS scoring, generate reports for staff, track student progress, provide individual and class profile data, report individual and program results and serve as a source of data for state and federal accountability.

SPECIAL RULE

Each eligible agency awarding a grant or contract under this section shall not use any funds made available under this title for adult education and literacy activities for the purpose of supporting or providing programs, services, or activities for individuals who are under the age of 16 and are enrolled or required to be enrolled in secondary school under State law, except that such agency may use such funds for such purpose if such programs, services, or activities are related to family literacy activities. In providing family literacy activities under this title, an eligible provider shall attempt to coordinate

with programs and services that are not assisted under this title prior to using funds for adult education and literacy activities under this title for activities other than activities for eligible individuals.

(c) **Corrections Education and other Education of Institutionalized Individuals.** *Describe how the State will establish and operate programs under section 225 of WIOA for corrections education and education of other institutionalized individuals, including how it will fund, in accordance with the requirements of title II subtitle C, any of the following academic programs for:*

- *Adult education and literacy activities;*
- *Special education, as determined by the eligible agency;*
- *Secondary school credit;*
- *Integrated education and training;*
- *Career pathways;*
- *Concurrent enrollment;*
- *Peer tutoring; and*
- *Transition to re-entry initiatives and other post release services with the goal of reducing recidivism.*

Each eligible agency using funds provided under Programs for Corrections Education and Other Institutionalized Individuals to carry out a program for criminal offenders within a correctional institution must give priority to serving individuals who are likely to leave the correctional institution within 5 years of participation in the program.

Under WIOA, the AEFLA subsection requires that “each eligible agency will carry out adult education for incarcerated adults, and allows 20% of the 82.5% of the direct-service funding to support the cost of this program and that priority be given to those individuals who are within five years of release from incarceration.” HIDOE will award 20% of the 82.5% direct-service grantee funding for correctional education.

The following services are provided in Hawaii’s correctional facilities:

- Adult education and literacy services
- English language and civics education services
- Integrated education and job training
- College and career readiness services, and
- High school equivalency preparation

The HIDOE adult education program and the Department of Public Safety work in coordination to provide jointly-funded basic skills education programs and services to Hawaii’s eligible incarcerated population. Program offerings for the institutionalized are similar as those for the non-institutionalized target populations. Special education programs are offered by the HIDOE’s Special Education Section to meet unique needs of the institution’s eligible population.

The HIDOE adult education program prioritizes serving individuals who are likely to leave incarceration and transition back into society with five years of participation in adult education.

Adult education services are offered in the following types of correctional facilities:

- Prisons
- Jails
- Reformatories
- Work Farms
- Detention Centers
- Halfway Houses
- Community-based Rehabilitation Centers

The purposes of correctional education is to:

- Reduce recidivism by supporting incarcerated and formerly incarcerated individuals' access to career pathways opportunities through innovative approaches that support academic achievement and transition to postsecondary training
- Prepare individuals for life outside of the institution and provide job readiness in collaboration with workforce partners
- Increase the number of incarcerated adults completing a HSE credential, entering postsecondary education and training, entering/retaining employment, and improving basic or English language skills

The HIDOE requires all applicants for sections 225, 231, and/or 243 to use the same application process. This ensures that all applications are evaluated using the same rubric and scoring criteria. HIDOE ensures that all applicants have direct and equitable access to apply for grants or contracts. It also ensures that the same grant or contract announcement, application, and proposal process is used for all applicants through the grant management system.

During the initial period of the grant submission process, any eligible agency that contacts the HIDOE with an interest in applying will be provided the information needed. HIDOE believes that these approaches meet the requirements specified in AEFLA and is satisfied that every effort is made to ensure direct and equitable access.

HIDOE uses the considerations specified in section 231(e) of WIOA to fund applicants by incorporating each of the considerations into the narrative portion of the application. HIDOE attaches a point-based scoring rubric weighting each of the considerations. Applicants must provide narrative detail to demonstrate how they will meet each consideration.

Eligible providers who apply for funds to offer literacy services within the context of corrections/institutional settings will be evaluated according to the same criteria outlined in VI-AEFL B.1. In addition their applications will be required to include the assurance that individuals who are likely to leave the correctional institution within five years of

participation in the program will be given priority of service.

*(d) **Integrated English Literacy and Civics Education Program.** Describe how the State will establish and operate Integrated English Literacy and Civics Education programs under Section 243 of WIOA, for English language learners who are adults, including professionals with degrees and credentials in their native countries, including how the Integrated English Literacy and Civics Education program under section 243(a) of WIOA will be delivered in combination with integrated education and training activities.*

English Language Proficiency in HIDOE's adult education program serves adults whose native language is other than English. Since Hawaii has a significant and growing immigrant population, English language services comprise a large part of the adult education program enrollment. Currently, these services are designed to help adults learn English so they can meet their personal, academic, employment and citizenship goals as well as for acculturation.

However, emphasis on serving English language learners is being carried out through integration of employability and job training skills.

Under WIOA, the program retains the focus on English language proficiency and civics education instruction, but includes supports for stronger ties to employment and the workforce system.

In order to receive Section 243 funds, HIDOE's adult education program offers workforce training related to in-demand occupations. Since tourism and hospitality are economic growth areas, partnerships have been established with the hotel and travel industry, as well as with restaurateurs, to offer on-the-job training and instruction of employability skills.

English Literacy

Literacy is the ability to understand and employ printed information in daily activities at home, at work and in the community. The English Literacy focus is on teaching adults whose native language is other than English. English literacy programs are designed to help adults learn to communicate in English so they can meet their personal, academic, employment and community goals.

Programs utilize proficiency-based instruction, whole language, language experience, learner-generated curriculum and participatory approaches, as well as work/textbook, video, online, blended learning models and other commercially prepared adult English Literacy materials.

Additionally, a statewide curriculum for the Integrated English Literacy and Civics Education (IELCE) program is being utilized to achieve competence in academic skills that leads to the attainment of employment and/or a postsecondary education and training. This may also increase the Educational Functioning Levels (EFLs) of the English Language Learners (ELL).

To be an effective community member, English is essential to make informed decisions and to take sound actions that make a positive difference in communities and the world. This is

accomplished by integrating the following:

- Communicate so that others understand
- Read, view and think critically
- Convey ideas effectively in writing
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Content areas in English Literacy include:

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Specifically, adult learners are instructed contextually in vital life-navigating skills, ranging from community expectations, fiscal management, personal development and employability, through such subjects as:

- Citizenship, civic responsibilities and government institutions, including background in history, laws and local customs
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- Health institutions, proper health, nutrition and lifestyles
- Educational institutions and opportunities
- Conflict resolution strategies and how to cope with change and new work experiences
- Awareness of work benefits, rights, laws and procedures

By applying this concept of practical learning, HIDOE's adult education program develops new or expanded acculturation and citizenship courses. They would specifically offer instruction in;

- (a) community expectations, such as civic duty and awareness
- (b) fiscal management skills, such as personal banking and budget planning, and
- (c) proper health, nutrition and living

As part of the planning and collaborative process, partnerships have been established between Adult Basic Education (ABE), English Literacy (EL) and Adult Secondary English (ASE) educators and other appropriate programs in order to incorporate relevant content of these additional life skills.

English Language Proficiency and Civics Education and *English Literacy* is integrated throughout the ELL program under WIOA. Priority of services will be given to students who need to acquire English language skills and job training as they work toward citizenship and employment.

Describe how the State will fund, in accordance with the requirements of title II, subtitle

C, an Integrated English Literacy and Civics Education program and how the funds will be used for the program.

The HIDOE requires all applicants for sections 225, 231, and/or 243 to use the same application process. This ensures that all applications are evaluated using the same rubric and scoring criteria. HIDOE ensures that all applicants have direct and equitable access to apply for grants or contracts. It also ensures that the same grant or contract announcement, application, and proposal process is used for all applicants through the grant management system.

During the initial period of the grant submission process, any eligible agency that contacts the HIDOE with an interest in applying will be provided the information needed. HIDOE believes that these approaches meet the requirements specified in AEFLA and is satisfied that every effort is made to ensure direct and equitable access.

HIDOE uses the considerations specified in section 231(e) of WIOA to fund applicants by incorporating each of the considerations into the narrative portion of the application. HIDOE attaches a point-based scoring rubric weighting each of the considerations. Applicants must provide narrative detail to demonstrate how they will meet each consideration.

Section 243 (Integrated English Literacy/Civics Education) eligible providers who apply for funds to offer literacy services within the context of Integrated English Literacy and Civics Education will be evaluated according to the same proposed criteria outlined in VI-AEFL B.1. In addition, their applications will be evaluated based their specific plans to provide English language acquisition and civics education concurrently and contextually with occupational training as part of an integrated education and training program.

The State's application for IELCE (i.e., section 243) funds will require applicants to describe how they plan to provide English language acquisition and civics education concurrently and contextually. The proposed activities and budget will be reviewed by the State to ensure that they meet all statutory requirements.

Based upon past experience under WIA, a typical example of what IELCE service delivery looks like at the local level is similar to the following. An eligible provider provides the classroom (English language acquisition and civics education) instruction to a specific cohort of students, while partnering with another nonprofit or social entrepreneurial organization that then provides or coordinates timely and well-aligned occupational skills training.

For example, a HIDOE adult education program school partners with a non-profit organization to work with a cohort of Pacific Islander immigrants. The adult education program provides contextualized English language acquisition instruction that includes general employability, workplace, and financial vocabulary as well as instruction on the rights and responsibilities of citizenship and civic participation. The non-profit organization provides hands-on training and skill building opportunities, for example, in agricultural irrigation system installation.

Funds will be used to support the operational expenses of local IELCE programs, including

teacher salaries and benefits, classroom supplies, textbooks, and other items necessary to carry out instruction in English language acquisition, workforce preparation activities, and civics education. While Hawaii plans to issue guidance and technical assistance to eligible providers on how to co-enroll participants in occupational training, as appropriate, we also anticipate that some section 243 funds may be used for similar expenditures to provide occupational training as part of an integrated education and training program in a limited number of cases.

Describe how the Integrated English Literacy and Civics Education program under section 243(a) of WIOA will be designed to prepare adults who are English language learners for, and place such adults in, unsubsidized employment in in-demand industries and occupations that lead to economic self-sufficiency.

Integrated English Literacy and Civics Education

Workforce Preparation includes:

- A statewide curriculum for the Integrated English Literacy and Civics Education (IELCE) program. It is being utilized to achieve competence in academic skills that leads to the attainment of employment and/or a postsecondary education and training. This may also increase the Educational Functioning Levels (EFLs) of the English Language Learners (ELL).
- English Literacy program for adults whose native language is other than English. English literacy programs are designed to help adults learn to communicate in English so they can meet their personal, academic, employment and community goals.
- Civics Education include literacy and English language instruction on the rights and responsibilities of citizenship and civic participation; and workforce readiness and employability skills training. This includes a partnership with the United States Citizenship and Immigration Services (USCIS) to offer naturalization test preparation sessions.
- Employability skills defined as the non-technical skills, knowledge and understandings that are necessary to gain employment and participate effectively in the workplace is woven throughout the adult education program.

Workforce Training Includes:

- Access to in-demand occupations such as tourism and hospitality. Partnerships have been established with the hotel and travel industry, as well as with restaurateurs, to offer on-the-job training and instruction of employability skills.

Workforce Placement includes:

- Advising and support services through Transition Coordinators. The coordinators provide opportunities and individualized support for students to gain employability skills, enter employment, and post-secondary training.
- Partnerships with industry as part of a career pathway system.

Describe how the Integrated English Literacy and Civics Education program under section 243(a) of WIOA will be designed to integrate with the local workforce development system and its functions to carry out the activities of the program.

Integration with the local workforce development system is designed through interagency collaboration and the American Job Centers.

The HDOE adult education program emphasizes a systemic, collaborative interagency approach to adult education and will establish more links and partnerships with job training programs.

Since 2014, the HDOE adult education program has been collaborating with core partners and other key stakeholders in order to strategize the foundations for a comprehensive career pathways service delivery system. This group is comprised of professionals in labor, education, business and industry, social services, health and policy makers. The stakeholder group collaborates with the HDOE adult education program in the following ways:

- Assist adult education with developing and implementing a comprehensive career pathways service delivery model, including seamless transitions to established career pathways
- Integrate adult education services with other key support services, particularly those of mandated core partners under WIOA, through the development of the WIOA Unified State Plan and other interagency agreements and memoranda of understanding
- Forge additional partners with other key state and local stakeholders involved with workforce and economic development
- Ongoing collaboration with business and industry to establish articulated career pathways, workplace literacy, work-based learning opportunities such as internships and apprenticeships and other resources

WIOA demands strong collaboration among core partners and other state and local agencies in order to provide integrated, aligned and streamlined services to low-skilled adults. The following agencies/stakeholders are part of this collaborative:

- Hawaii Community Schools for Adults
- Hawaii Department of Education
- Hawaii Department of Labor and Industrial Relations, Employment Services
- Hawaii Department of Public Safety, Division of Corrections
- University of Hawaii, Community College System
- Job Corps
- Hawaii Department of Immigration Services
- Hawaii Department of Human Services, Division of Vocational Rehabilitation

- Workforce Development Boards, One-Stop System
- Career and Technical Education
- Hawaii State Legislators
- U.S. Armed Forces
- Business and Industry
- Office of the Governor
- Workforce Development Council

(e) **State Leadership**. Describe how the State will use the funds to carry out the required State Leadership activities under section 223 of WIOA.

The HIDOE adult education program will use funds made available under section 222(a)(2) to enhance the quality of programming in the adult education system.

HIDOE's adult education program will use 12.5% of its funding for state leadership activities, primarily in the form of professional development for state and local program staff.

Activities supported with federal leadership funds and extended using State funding include:

- (A) Collaborative work with core programs and partner agencies to continue alignment and coordination of services for program participants. Leadership funds will be used to continue the capacity building of grantees to coordinate and align services by cross-training staff on intake/orientation, eligibility screening, and referral between partners, and other joint mechanisms developed through agency partnerships. In addition, the development of all components of career pathways will continue to be a priority with a focus on bridge programming and integrated education and training.
- (B) Support for the statewide Adult Basic Education professional development (PD) advisory committee that meets quarterly to identify key present and future PD needs, develop PD plans and resources, identify and implement best practices in PD, coordinate PD activities, and review evaluation data from activities for continuous improvement of an efficient and effective PD system.
 - State leadership funds will continue to be used to support PD activities that focus on a variety of areas of emphasis, including content standards implementation, evidence-based reading instruction (EBRI), adult learning, research-based instructional methodologies, volunteer training and management, effective program management, integrated education and training, bridge programming, transition to postsecondary education, use of technology, distance education, universal design, serving students with disabilities, and volunteer training and recruitment.
 - The HIDOE adult education program contracts for ABE professional development services related to research-based literacy, numeracy, English language instruction, content standards, and transitions.
 - These PD activities include Student Achievement in Reading (STAR) training and technical assistance; EBRI study circles, online courses, and resource dissemination; and implementation of content standards.
 - In addition, the HIDOE contracts to deliver PD and technical assistance in the arena of serving adults with disabilities. The disabilities service provider also provides training on

using Universal Design for Learning principles and strategies to address the varied needs of adult learners.

- (C) The HIDOE adult education program will deliver technical assistance to eligible providers to enhance program effectiveness, increase the ability of providers to meet established performance standards, and fulfill obligations associated with being a one-stop partner. Specific areas of focus will include:

- (1) Increasing the capacity of instructors and programs to provide quality instruction in the areas of reading, writing, speaking, mathematics, English language acquisition, and distance education via implementation of professional development activities and associated technical assistance such as:
 - STAR training and Evidence-Based Reading Instruction study circles;
 - EBRI and writing online courses;
 - Annual Language and Literacy Institute;
 - Low-literacy Adult ESL Study Circles;
 - Adult Numeracy Initiative (ANI) cohort training;
 - Annual Math Institute;
 - Distance learning professional development cohorts;
 - Distance Learning Basics online course; and
 - Online resource libraries in the areas of EBRI, STAR, writing, adult ESL, numeracy, writing, content standards, transitions, content standards, and project-based learning.
- (2) Enabling providers to establish, build upon, or maintain effective relationships with other core providers via training on referral systems, data sharing/reporting, integration of education with occupational training, and transition strategies for postsecondary enrollment or employment.
- (3) Using technology to improve program effectiveness through training and technical assistance focused on preparing instructors and program administrators to identify and utilize technology to enhance instruction, programming, and distance education. The HIDOE contracts to provide PD in the area of technology through activities such as face-to-face and online training in a variety of areas, including educational technology, digital literacy instruction, and distance learning. In addition, other training and technical assistance focuses on effective use of the statewide data system to maintain accurate student data and continuously improve programming.

The HIDOE adult education program and PD providers will employ a variety of methods to ensure that information about proven or promising practices and models is disseminated to eligible providers and practitioners working in the ABE system. These will include activities such as:

- Local program site visits
- Sessions at state and regional conferences showcasing promising practices and models
- Webinars showcasing promising practices and models and
- Job-embedded professional development activities, including professional learning communities, study circles, and peer observations

Based on a program needs assessment conducted previously, the HIDOE adult education program will continue to emphasize the following professional development:

- College and Career Readiness Standards

- Developing and Implementing Career Pathways
- Providing Contextualized Instruction

HIDOE's adult education program will look at program data, along with funding availability, to determine professional development that will be offered each year to improve teacher quality and program effectiveness.

The LEAs will be responsible for budgeting adequate funds to compensate instructors and other staff members for their required participation in professional development.

Leadership funds will be spent in four distinct but interrelated areas. They are intended to address program improvement by facilitating regular, thoughtful data analysis, updating key curriculum to meet student needs, and promoting effective instruction through varied and flexible professional development opportunities.

- 1) Approximately half of the State Director's position will be devoted to analyzing reasons for declining enrollment, service area gaps, and lack of benchmark attainment, and to promoting infrastructure and institutional culture changes to address these issues. The State Director will coordinate and facilitate new partnerships with WIOA core partners as well as partnerships with employers and other agencies to strengthen the services offered by service providers. In addition will oversee and orchestrate the implementation of professional development opportunities, use of data to drive decisions at both the state and local level, and allocation of resources to target specific deficits.
- 2) Leadership funds will be used to pay for two state-level part time positions. This support is critical since the State Director is the ONLY full-time position in the state office of adult education. One position is devoted to compiling timely and accurate data on enrolment and benchmark attainment and disseminating this information to administrators and stakeholders (including teachers) to facilitate forthright discussion, analysis, and "course corrections" to meet student needs. The second position is devoted to providing assistance to the State Director in areas deemed to be priorities, including assistance in coordinating professional development.
- 3) Leadership funds will be earmarked for essential out-of-state travel to allow key personnel to attend national meetings and conferences in order to bring back and disseminate information on promising practices. In addition, funds are allocated for local provider agency personnel to attend quarterly meetings to promote cohesion, coordination and timely data analysis for ongoing improvement efforts.
- 4) Finally, a significant portion of Leadership funds will be made available on an application basis to local providers in the form of flexible, need-driven "mini-grants" to support the documented professional development needs of their teachers and staff. These funds may be used to pay teachers to attend trainings or participate in "communities of practice," reimburse online course fees, and/or to purchase or create PD training materials specific to their own identified needs.

Describe how the State will use the funds to carry out permissible State Leadership

Activities under section 223 of WIOA, if applicable.

HIDOE's adult education program will use 12.5% of its funding for state leadership activities, primarily in the form of professional development for state and local program staff.

Based on a program needs assessment conducted previously, the HIDOE adult education program will continue to emphasize the following professional development:

- College and Career Readiness Standards
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- 4) Leadership funds will be earmarked for essential out-of-state travel to allow key personnel to attend national meetings and conferences in order to bring back and disseminate information on promising practices. In addition, funds are allocated for local provider agency personnel to attend quarterly meetings to promote cohesion,

coordination and timely data analysis for ongoing improvement efforts.

- 5) Finally, a significant portion of Leadership funds will be made available on an application basis to local providers in the form of flexible, need-driven “mini-grants” to support the documented professional development needs of their teachers and staff. These funds may be used to pay teachers to attend trainings or participate in “communities of practice,” reimburse online course fees, and/or to purchase or create PD training materials specific to their own identified needs.

*(e) **Assessing Quality.** Describe how the eligible agency will assess the quality of providers of adult education and literacy activities under title II and take actions to improve such quality, including providing the activities described in section 223(a)(1)(B) of WIOA.*

The HIDOE adult education program uses various means of assessment in its annual and ongoing evaluation process, including site monitoring visits, desk monitoring, program improvement processes, and performance and financial audits. The results of these processes determine program improvement actions.

The focus of evaluation will be the effectiveness of state and local providers in attaining core indicators of performance that are negotiated with the U.S. Department of Education, as well as the efficiency and effectiveness measures among core partners of the Unified State Plan.

HIDOE's adult education program will continue to monitor strategies and processes in attaining performance measures, and will track student performance, persistence, progress towards goals and transition outcomes.

A comprehensive evaluation of the HIDOE adult education program will be conducted annually and will address the extent to which local providers are meeting the priorities for AEFLA funding. The evaluation will include the following:

- 1) Measurable Goals - degree to which the eligible provider will establish measurable goals for participant outcomes that are aligned to federal core indicators of performance.
- 2) Past Effectiveness - the past effectiveness in improving the educational functioning level of students and in achieving academic and career goals, including transition into postsecondary and/or employment. After the state has negotiated performance measures, the state must take into account how well the provider met or exceeded such measures, especially with respect to those adults who are hardest to serve and most in need.
- 3) Serving the Most in Need - the commitment of the eligible provider to serve individuals in the community most in need of adult education services, including individuals with low-income or who have the lowest skill levels.
- 4) Intensity of Services - whether the program is of sufficient intensity and duration for participants to achieve substantial learning gains and achieve education and career goals; and uses evidence-based instructional practices that are aligned to the College and Career Readiness Standards.
- 5) Effective Practices - whether the academic and career services being provided are evidence-based.

- 6) Technology - whether the services effectively integrate current technology, both as a tool for learning and the use of computers.
- 7) Contextualization/Career Pathways - whether adult education services are provided in a contextualized manner so that students are able to apply their learning to the real world, particularly in the context of job and career.
- 8) Staffing - whether local providers have well-qualified and experienced teachers and program staff providing adult education services.
- 9) Coordination and Collaboration - whether local providers are coordinating adult education services with services of other local providers through well-defined, formal partnership agreements.
- 10) Flexibility and Support - whether adult education providers accommodate flexible schedules and offer support services for access and persistence.
- 11) Data Management - whether local providers manage a comprehensive and secure information management system in order to report state and federal outcomes, as well as monitor performance for continuous improvement.
- 12) Budget - whether the proposed budget and detailed budget narrative logically supports the services being provided as well as the outcomes that are intended.
- 13) English Language Proficiency and Civics Education - whether the local area in which the eligible provider is located has a demonstrated need for additional English language acquisition programs and civics education programs.

Each local provider must report on the following student performance measures:

- 1) Educational Gain - standardized assessment gains in the lowest skill area upon placement in reading/writing, math, or English language proficiency.
- 2) Transition - placement and retention in postsecondary education, advanced job training, unsubsidized employment or career advancement.
- 3) High School Equivalency - receipt of a high school equivalency diploma.
- 4) Student Goals - attainment of learner-identified goals.
- 5) Family Literacy - same as above for adults/parents, but including age-appropriate performance measures for participating children.

HIDOE's adult education program will conduct annual site visits to monitor performance and to provide technical assistance to local providers for the purpose of evaluation and continuous improvement. Monitoring and technical assistance will be provided in the following areas:

- 1) Extent to which adult education services are being provided to the "most in need".
- 2) Whether evidence-based education and training services are being provided.
- 3) Whether services are being provided along articulated career pathways, in a contextualized manner and aligned to the College and Career Readiness Standards.
- 4) Whether providers are collaborating with core partners and other stakeholders locally to ensure streamlined, efficient education and training services; seamless employment and postsecondary transition; and critical support services are being provided.
- 5) Whether local programs are offering flexible schedules to ensure access.
- 6) Whether the program is offering IELCE.
- 7) Whether the program is using highly-qualified teachers and program staff.
- 8) Whether the program is using an effective data management system and conducting

appropriate follow-up of academic and transition goals.

All local providers are required to submit mid and annual reports that reflect participation and performance measures.

In order to ensure funds are being distributed and used appropriately, funds will be disbursed on a reimbursement-only basis, and monitored based on the numbers served and reallocated where appropriate.

Professional development quality assessment is conducted in a variety of ways.

- Participants are surveyed after all workshops, conference presentations, and webinars to evaluate and provide feedback on the activity or event.
- Survey results are reviewed with the professional development advisory committee to decide how the training would best be delivered, face-to-face or through online webinars.
- In regional workshops, changes are made to future workshops based on input from participants.
- Student data is reviewed to determine if the training impacted student outcomes and also to determine areas where additional training may be needed.
- The annual training plan includes State priorities, input from surveys about training needs, and advice from a statewide professional development advisory committee.
- Workshops conducted on college and career readiness have been formatted for online courses, which include a post-test to determine if the learning objectives were met.

Data from High School Equivalency (HSE) test results are reviewed to determine areas in which students may need additional instruction.

ADULT EDUCATION AND FAMILY LITERACY ACT PROGRAM CERTIFICATIONS AND ASSURANCES**States must provide written and signed certifications that:**

1.	The plan is submitted by the State agency that is eligible to submit the plan;
2.	The State agency has authority under State law to perform the functions of the State under the program;
3.	The State legally may carry out each provision of the plan;
4.	All provisions of the plan are consistent with State law;
5.	A State officer, specified by title in the certification, has authority under State law to receive, hold, and disburse Federal funds made available under the plan;
6.	The State officer who is submitting the plan, specified by the title in the certification, has authority to submit the plan;
7.	The agency that is submitting the plan has adopted or otherwise formally approved the plan; and
8.	The plan is the basis for State operation and administration of the program;

The State Plan must include assurances that:

1.	The eligible agency will expend funds appropriated to carry out title II of the Workforce Innovation and Opportunity Act (WIOA) only in a manner consistent with fiscal requirements under section 241(a) of WIOA (regarding the supplement-not-supplant requirement);
2.	The eligible agency will ensure that there is at least one eligible provider serving each local area, as defined in section 3(32) of WIOA;
3.	The eligible agency will not use any funds made available under title II of WIOA for the purpose of supporting or providing programs, services, or activities for individuals who are not “eligible individuals” within the meaning of section 203(4) of WIOA, unless it is providing programs, services or activities related to family literacy activities, as defined in section 203(9) of WIOA;
4.	Using funds made available under title II of WIOA to carry out a program for criminal offenders within a correctional institution, the eligible agency will give priority to serving individuals who are likely to leave the correctional institution within five years of participation in the program.
5.	The eligible agency agrees that in expending funds made available under Title II of WIOA, the eligible agency will comply with sections 8301 through 8303 of the Buy American Act (41 U.S.C. 8301-8303).

Section 427 of the General Education Provisions Act (GEPA)

Instructions: In the text box below, describe the steps the applicant proposes to take to ensure equitable access to, and participation in, its Federally-assisted program for students, teachers, and other program beneficiaries with special needs provide the information to meet the requirements of Section 427 of the General Education Provisions Act (GEPA), consistent with the following instructions.

[Click here to enter text.](#)

OMB Control No. 1894-0005
(Exp. 04/30/2020)

NOTICE TO ALL APPLICANTS

The purpose of this enclosure is to inform you about the following provision in the Department of Education's General Education Provisions Act (GEPA) that applies to applicants for new grant awards under Department programs. This provision is Section 427 of GEPA, enacted as part of the Improving America's Schools Act of 1994 (Public Law (P.L.) 103-382).

To Whom Does This Provision Apply?

Section 427 of GEPA affects applicants for new grant awards under this program. **ALL APPLICANTS FOR NEW AWARDS MUST INCLUDE INFORMATION IN THEIR APPLICATIONS TO ADDRESS THIS NEW PROVISION IN ORDER TO RECEIVE FUNDING UNDER THIS PROGRAM.**

(If this program is a State-formula grant program, a State needs to provide this description only for projects or activities that it carries out with funds reserved for State-level uses. In addition, local school districts or other eligible applicants that apply to the State for funding need to provide this description in their applications to the State for funding. The State would be responsible for ensuring that the school district or other local entity has submitted a sufficient section 427 statement as described below.)

What Does This Provision Require?

Section 427 requires each applicant for funds (other than an individual person) to include in its application a description of the steps the applicant proposes to take to ensure equitable access to, and participation in, its Federally-assisted program for students, teachers, and other program beneficiaries with special needs. This provision allows applicants discretion in developing the required description. The statute highlights six types of barriers that can impede equitable access or participation: gender, race, national origin, color, disability, or age. Based on local circumstances, you should determine whether these or other barriers may prevent your students, teachers, etc. from such access or participation in, the Federally-funded project or activity. The description in your application of steps to be taken to overcome these barriers need not be lengthy; you may provide a clear and succinct description of how you plan to address those barriers that are applicable to your circumstances. In addition, the information may be provided in a single narrative, or, if appropriate, may be discussed in connection with related topics in the application.

Section 427 is not intended to duplicate the requirements of civil rights statutes, but rather to ensure that, in designing their projects, applicants for Federal funds address equity concerns that may affect the ability of certain potential beneficiaries to fully participate in the project and to achieve to high standards. Consistent with program requirements and its approved application, an applicant may use the Federal funds awarded to it to eliminate barriers it identifies.

What are Examples of How an Applicant Might Satisfy the Requirement of This Provision?

The following examples may help illustrate how an applicant may comply with Section 427.

- (1) An applicant that proposes to carry out an adult literacy project serving, among others, adults with limited English proficiency, might describe in its application how it intends to distribute a brochure about the proposed project to such potential participants in their native language.

(2) An applicant that proposes to develop instructional materials for classroom use might describe how it will make the materials available on audio tape or in braille for students who are blind.

(3) An applicant that proposes to carry out a model science program for secondary students and is concerned that girls may be less likely than boys to enroll in the course, might indicate how it intends to conduct "outreach" efforts to girls, to encourage their enrollment.

(4) An applicant that proposes a project to increase school safety might describe the special efforts it will take to address concern of lesbian, gay, bisexual, and transgender students, and efforts to reach out to and involve the families of LGBT students

We recognize that many applicants may already be implementing effective steps to ensure equity of access and participation in their grant programs, and we appreciate your cooperation in responding to the requirements of this provision.

Estimated Burden Statement for GEPA Requirements

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. Public reporting burden for this collection of information is estimated to average 1.5 hours per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. The obligation to respond to this collection is required to obtain or retain benefit (Public Law 103-382. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Education, 400 Maryland Ave., SW, Washington, DC 20210-4537 or email ICDocketMgr@ed.gov and reference the OMB Control Number 1894-0005.

1. [SF424B - Assurances – Non-Construction Programs](#)
[\(http://www2.ed.gov/fund/grant/apply/appforms/appforms.html\)](http://www2.ed.gov/fund/grant/apply/appforms/appforms.html)
2. [Grants.gov - Certification Regarding Lobbying](#)
[\(http://www2.ed.gov/fund/grant/apply/appforms/appforms.html\)](http://www2.ed.gov/fund/grant/apply/appforms/appforms.html)
3. [SF LLL Form – Disclosure of Lobbying Activities \(required, only if applicable\)](#)
[\(http://www2.ed.gov/fund/grant/apply/appforms/appforms.html\)](http://www2.ed.gov/fund/grant/apply/appforms/appforms.html)

VOCATIONAL REHABILITATION

The Vocational Rehabilitation (VR) Services Portion of the Unified or Combined State Plan ¹³ must include the following descriptions and estimates, as required by section 101(a) of the Rehabilitation Act of 1973, as amended by title IV of WIOA:

- (a) **Input of State Rehabilitation Council.** All agencies, except for those that are independent consumer- controlled commissions, must describe the following:*
- (1) input provided by the State Rehabilitation Council, including input and recommendations on the VR services portion of the Unified or Combined State Plan, recommendations from the Council's report, the review and analysis of consumer satisfaction, and other Council reports that may have been developed as part of the Council's functions;*

The Hawaii State Rehabilitation Council (SRC) is the advisory and oversight body for the Division of Vocational Rehabilitation (DVR). SRC members make recommendations for establishing priorities and provide requests to DVR for sharing key information with advisory members to inform recommendations.

SRC recommendations for priorities will be forthcoming. SRC members were provided the draft of DVR's proposed submission for Hawaii's FY2020 State Unified Plan prior to December 15, 2019, and will be able to provide additional feedback during the public review period.

Hawaii's SRC members are dedicated to working with DVR to develop strategic elements of planning to ensure DVR is focusing on the right targets and the partnership is proactive to support community needs. SRC wants DVR to understand that the SRC is here in a supportive role for planning services, while also being an advocate for consumers.

- (2) the Designated State unit's response to the Council's input and recommendations; and*

Based on an initial review of the DVR portion of the State Plan, the SRC's State Plan Committee is expected to make recommendations for DVR administration to address any updates needed to the Plan during the public review period prior to final submission of the plan.

- (3) the designated State unit's explanations for rejecting any of the Council's input or recommendations.*

DVR continues to have a good working relationship with the SRC, historically has not rejected any SRC input, and does not anticipate rejecting any of the Council's continued input and recommendations.

(b) **Request for Waiver of Statewideness.** *When requesting a waiver of the statewideness requirement, the designated State unit must identify the types of services to be provided by the program on a non- statewide basis. The waiver request must also include written assurances that:*

(1) a local public agency will provide the non-Federal share of costs associated with the services to be provided in accordance with the waiver request;

DVR has not requested a waiver of state-wideness for services.

(2) the designated State unit will approve each proposed service before it is put into effect; and

Not applicable.

(3) requirements of the VR services portion of the Unified or Combined State Plan will apply to the services approved under the waiver.

Not applicable

(c) **Cooperative Agreements with Agencies Not Carrying Out Activities Under the Statewide Workforce Development System.** Describe interagency cooperation with and utilization of the services and facilities of agencies and programs that are not carrying out activities through the statewide workforce development system with respect to:

(1) Federal, State, and local agencies and programs;

DVR's interagency cooperative partnerships are guided by DVR's MISSION: VR exists to serve its participants. We work as a team so participants can achieve their hopes and aspirations for meaningful employment through timely and individualized vocational rehabilitation services.

DVR's interagency coordination and cooperative agreements may or may not involve funding contributions from DVR, and may include a third party cooperative agreement involving funding from another public agency when applicable.

DVR is primarily responsible for assuring that services within the Scope of Services (34 CFR 361.48) are available to assist eligible participants with developing and implementing an Individualized Plan for Employment (IPE) to achieve their employment goals. Additionally, DVR is responsible for providing career exploration supports for potentially eligible students with disabilities in collaboration with the Hawaii State Department of Education (DOE), or accredited private educational institutions.

DVR has a Memorandum of Understanding (MOU) with the Department of Education (DOE) to facilitate the shared responsibility for preparing students with disabilities for a smooth and

successful transition to achieve competitive integrated employment. The most current MOU was signed by DOE's State Superintendent and the Department of Human Services (DHS) Director in June 2019.

DVR has an updated 2019 Data Exchange Agreement that supersedes the prior agreement from 2010, between the Department of Labor and Industrial Relations (DLIR), Unemployment Insurance Division (UID), and DVR. This agreement establishes the conditions, safeguards, and procedures for the disclosure of unemployment insurance data to DVR from the UID. This data validates VR participants competitive integrated employment activities, and allows DVR to request reimbursement with the Social Security administration (SSA) for costs of vocational rehabilitation (VR) services that have led to gainful employment for certain individuals with disabilities served by DVR. Additionally, the MOU supports reporting requirements for WIOA performance accountability. This MOU was signed in January 2019 by DLIR and DHS Directors.

DVR also has MOU's with the City and County of Honolulu, the Oahu Workforce Development Board (OWDB), and the American Job Center (AJC) One-Stop partners. The purpose of this MOU is to establish a viable framework in which OWDB and its partners will be able to provide one-stop services for employers and their employees in Hawaii, those seeking employment, and other interested parties within the City and County of Honolulu. This MOU was signed in August 2018 by the Mayor of Honolulu, the Chair of the OWDB, and the Director of DHS. Signed MOU's have also been in place since August 2018 for the same purpose with the City and County of Hawaii, Maui, and Kauai for neighbor island AJC services to be accessible for DVR participants. Separate MOU's for job readiness supports with the City and County of Honolulu are being updated to leverage comparable resources within the AJC partnership.

DVR has signed Infrastructure Funding Agreement (IFA) with the City and County of Honolulu, OWDB, as well as Maui County, and the respective AJC One-Stop Partners on each island. The purpose of this IFA is to establish terms and conditions of how services and operating costs of the local workforce system will be funded. These IFA's were signed by the Mayor of Honolulu, the Chair of OWDB, and the Administrator of DVR in November 2018 for Honolulu County (Oahu), and the Mayor of Maui, the Chair of MCWDB, Director of the Office of Economic Development, and the Administrator of DVR for Maui County.

DVR has an MOA with the DOE, the Department of Health (DOH) – Developmental Disabilities Division (DDD), and the State Council on Developmental Disabilities (SCDD) for collaborating, creating and changing system policies and practices, and promoting competitive integrated employment of individuals with Intellectual and Developmental Disabilities (I/DD). These collaborative efforts will include but not be limited to planning meetings, policy writing, development of procedures and best practices, and training/implementation of policies that effectively prepare and transition youth and young adults with I/DD from secondary or post-secondary education to competitive integrated employment. This MOA was signed by all parties in July 2012. DVR continues to be an active participant in this partnership, and is working on updating this agreement in 2020.

DVR has an MOA with the University of Hawaii (UH) system. The UH system includes all the public institutions (universities and community colleges) statewide. As the agreement is with the

statewide system and not the individual institutions, only one MOA is needed. The agreement includes the roles and financial and programmatic responsibilities of both DVR and the UH system, to include basics of common understandings. The MOA was signed in April 2008 by the UH President and the Director of DHS. This MOA was reconfirmed by both UH and DVR in September 2017 with an update of procedures to provide appropriate supports to students with disabilities at all campuses statewide as well as procedures to ensure that there is no duplication of services. Reviews of this agreement will be conducted in 2020 with identified updates as applicable.

DVR's Services for the Blind Branch (SBB) entered into an MOU in 2017 with the State Judiciary for adults/juvenile (clients) to provide work sites for community service associated with the client's sentence. SBB identifies work sites and approves referrals for meaningful work assignments in compliance with OSHA standards, and provides adequate health and safety measures for the protection of clients and employees. SBB staff provide instruction, training, adequate supervision, and reporting as indicated for clients participating in work assignments under this MOU.

(2) State programs carried out under section 4 of the Assistive Technology Act of 1998;

DVR does not carry out any programs under Section 4 of the Assistive Technology Act of 1998.

(3) Programs carried out by the Under Secretary for Rural Development of the Department of Agriculture;

DVR does not have any programs carried out by the Under Secretary for Rural Development of the United States Department of Agriculture.

(4) Non-educational agencies serving out-of-school youth; and

DVR does not have agreements with non-educational agencies serving out-of-school youth.

(5) State use contracting programs.

DVR does not have state-use contracting programs.

(d) **Coordination with Education Officials.** Describe:

DVR is the designated State unit (DSU) within DHS responsible for partnering with the DOE to implement an interagency agreement that defines necessary relationships, policies, and procedures between DVR and DOE, the State Educational Agency (SEA). The existing interagency

MOU and implementation guidelines are designed to create common understanding, and establish collaborative efforts regarding services which will ultimately improve employment outcomes for students with disabilities statewide.

DOE is responsible for providing and paying for the services required for students with disabilities who are eligible for services under the Individuals with Disabilities Education Act (IDEA), and DVR is responsible for providing and paying for the services agreed to in an eligible individual's Individualized Plan for Employment (IPE) under Section 612(a)(11) of the IDEA and Section 101(a)(9) of the Rehabilitation Act.

When the responsibilities of DOE and DVR appear to overlap in the provision of required services for students with disabilities, the interagency MOU and implementation guidelines serve to define financial responsibilities for each agency to delineate the parameters for collaboration in the delivery of transition services in compliance with Title 2 CFR §200 regulations for fiscal management of respective resources and funding. The updated agreements allow for an on-going arrangement that best reflects procedures, policies and protocols established to serve students with disabilities who need transition services and are referred to DVR for VR services.

(1) The designated State unit's plans, policies, and procedures for coordination with education officials to facilitate the transition of students with disabilities from school to the receipt of VR services, including pre-employment transition services, as well as procedures for the timely development and approval of individualized plans for employment for the students.

The DSU's plans, policies, and procedures for coordination with education officials are designed to facilitate the transition of students with disabilities from school to the receipt of VR services, including Pre-Employment Transition Services (Pre-ETS), as well as timely development and approval of IPE's for students.

Pre-ETS is offered to transition aged high-school students with disabilities (ages 14-21) using 15% of DVR's federal award on an annual basis. Student's determination of eligibility for VR services, development and approval of an IPE for each eligible student, and ongoing monitoring of the effectiveness of the interagency MOU and implementation guidelines, are further described below.

The DSU executed an updated interagency agreement using an MOU and associated implementation guidelines with the DOE, effective June 2019 to enhance efficiencies and impact of services. Updates to the implementation guidelines are still under review for the 2021 school year based on annual surveys, forecasting and community needs assessments, and ongoing monitoring which have identified opportunities for process improvements. The MOU and existing implementation guidelines contain plans and procedures for the coordination of transition services, inclusive of Pre-ETS, for students with disabilities from school to post-school activities, and receipt of VR services.

DVR recommends DOE students with disabilities apply for VR services as soon as individualized needs for supports are identified, and at least two years prior to graduation. Following receipt of referrals for students with disabilities, the Vocational Rehabilitation Specialists (VRS) counselor provides support with the completion of the student application for VR services. Students with disabilities may initially be referred as potentially eligible (PE) for the provision of VR's Pre-ETS program services, before completing an application for individualized VR services and eligibility determination.

As DVR is currently operating under an active Order of Selection (OOS), it may be in the student's best interest to begin to receive at least one Pre-ETS service as a Potentially Eligible (PE) student with a disability prior to applying for VR services for them to continue to receive Pre-ETS services. Should the student later be determined eligible for VR services and be placed on a deferred waitlist for VR services, Pre-ETS services will continue to be made available to PE students. Once a student applies for VR services and is determined eligible under an active OOS, they are assigned a disability priority and will be taken off the waitlist for VR individualized services in compliance with DVR's procedures to address the resolution of this waitlist.

Students with disabilities may also choose not to access Pre-ETS program services for career exploration, and apply directly for individualized VR services which will preclude their receipt of Pre-ETS program services. When a student is found eligible for VR services, the VRS counselor will participate in the student's IEP meeting at the request of the DOE, student, and their family, whenever possible. Students participate in the discussion of all decisions associated with any amendments to their IPE for VR services. At the request of the IEP team, the VRS counselor will review and make amendments to the IPE as approved by the student for their VR services.

Pre-ETS includes: job exploration counseling, counseling on opportunities for enrollment in comprehensive transition or post-secondary educational programs, instruction in workplace readiness training to develop social skills, as well as self-advocacy, peer mentoring, and Work-Based Learning Experiences (WBLE). The WBLE opportunities include after school work outside the traditional school setting, and internships provided in an integrated setting.

VRS counselors provide counseling in job exploration and transition or post-secondary training/education activities. Service providers (e.g. Community Rehabilitation Programs/CRP's, partnering public sector agencies) may be contracted for workplace readiness training and WBLE, as well as instruction in self advocacy. Comparable resources will also be used when indicated with community providers for Pre-ETS program services for students with IPE's.

DVR has five branches; two branches located on the island of Oahu; one each on Maui, Kauai, and Hawaii Island. DVR's branches provide transition services in coordination with stakeholders and the designated DOE high schools statewide. The VRS counselors often carry a mixed caseload of students, youth and adults with disabilities.

VRS counselors in the Oahu Branch Deaf Services Section currently serve two high schools; Pearl City High School, and the Hawaii School for the Deaf and Blind. VRS counselors in DVR's Services for the Blind Branch are available to support all schools on Oahu with students who are visually impaired or blind. The remaining Oahu Branch VRS counselors are each designated liaisons to specific DOE schools for students with disabilities to access VR transition and Pre-ETS program services on Oahu.

DVR staff use the `Ohana Nui approach when interacting with students and their families, as well as rapid engagement and motivational interviewing techniques to build rapport and engage students and stakeholders in the student's services.

As defined by the DHS initiative, `Ohana Nui is Hawaiian for "extended family." With the high cost of living and a demand for housing that far exceeds the supply, many local families are comprised of three and sometimes four generations under one roof. For DHS staff, `Ohana Nui is the mantra describing the way we do our work.

"The Department's `Ohana Nui initiative, adapted from the Aspen Institute's two-generation philosophy, aims to concurrently address the whole family's needs when providing services and supports. The name `Ohana Nui was thoughtfully developed by young adults who were formerly engaged with DHS as foster youth. In selecting the name, which translates as "extended family" from Hawaiian, they intended to recognize and express gratitude for those who had contributed to their successful growth and development, such as teachers, coaches, spiritual advisors, aunties and uncles, many of whom were not related to them by blood."

The `Ohana Nui initiative responds to research demonstrating that the well-being of parents and their children are highly interrelated; that improving the lives of parents has a marked positive impact on their children, and, ensuring

the success of children serves as a powerful motivator for parents. `Ohana Nui places the family at the center of the system, requiring that we listen to and involve them when providing services and supports for all family members in concert, and not in a piecemeal fashion. The result is better outcomes for the whole family and the best chance of breaking the inter-generational cycle of poverty in which many of the families DHS serves find themselves.

Responding to the collective needs of parents and children, as well as grandparents and sometimes even great grandparents in the home, requires DHS to develop integrated approaches to service delivery, both within DHS and externally, in collaboration with partner providers and the business community. Pivoting away from providing services based solely on where someone “signs up” in the system, DHS is radically transforming its services by actively creating processes to address all family members’ potential needs at any given entry point.

DVR neighbor island branches have designated VRS counselors serving the Counties of Hawaii, Kauai, and Maui, inclusive of the islands of Molokai and Lanai. The role of the VRS counselor is to have a presence at their designated schools. They provide consultation and technical assistance to school staff, students and their families with information regarding DVR’s goals and mission, access to Pre-ETS supports, eligibility criteria, scope of services, rights, remedies, and the Special Education – Vocational Rehabilitation (SE-VR) Work Study Program.

VRS counselors receive direct referrals of students with disabilities from the school, at any time during the school year. They provide consultation and technical assistance to school staff during their school visits, and during IEP meetings for students who are seeking Pre-ETS program services and/or were found eligible for VR services. When a student is found eligible for VR services the VRS counselor will attend IEP meetings, at the request of the DOE when possible and agreed to with stakeholders. If unable to attend, VR information is provided to the IEP team. The VRS will review the student’s IPE and allow for amendments at the request of the student and their IEP team. In addition, the role of the VRS counselor is to provide introduction and guidance to post-school alternatives, support planning and coordination for work experiences in a competitive integrated setting to improve employment outcomes.

DVR continues to collaborate with the DOE to deliver the SE-VR Work Study Program for transition students. SE-VR is a cooperative effort between DOE and DVR to provide opportunities for Work-Based Learning Experience (WBLE) designed to deliver three inter-related components for students with disabilities to develop skills to engage in Hawaii’s workforce to successfully transition to post-school activities upon graduation. These inter-related components include: classroom experiences, in-school integrated WBLE, and integrated community WBLE, workplace readiness and self-advocacy services. The DOE classroom experience is designed with a workplace readiness component for students to explore career pathways. DOE in-school experiences are designed to continue workplace readiness training with integrated WBLE (paid and unpaid) at the DOE school. Integrated community WBLE, workplace readiness and self-advocacy activities are usually provided in the community. Payments for WBLE are at competitive wages, and do not exceed 120 hours per work site.

¹³ Sec. 102(b)(2)(D)(iii) of WIOA

(2) Information on the formal interagency agreement with the State educational agency with respect to:

(A) consultation and technical assistance to assist educational agencies in planning for the transition of students with disabilities from school to post-school activities, including VR services;

DVR and DOE are in the process of updating the current interagency MOU agreement with implementation guidelines to include the statutory requirements under the Rehabilitation Act of 1973, as amended by the WIOA. DVR anticipates that the recommended updates will be executed during 2020.

Consultation and technical assistance will be provided by DVR to DOE personnel in planning for the transition of students with disabilities from school to post-school activities, formally and informally throughout the school year. Statewide transition team meetings coordinated with DOE, DVR, and community stakeholders serve to support this initiative. In addition to IEP meeting, these transition team meetings occur annually on neighbor islands, with quarterly meetings scheduled on Oahu. DVR understands and is committed to ongoing training as a vital component of successful engagement of students and collaboration with partners.

(B) transition planning by personnel of the designated State agency and educational agency that facilitates the development and implementation of their individualized education programs;

DVR and DOE are agreed to work collaboratively to assist students with disabilities in development and completion of their IEP. Transition planning includes, but is not limited to: VRS invitation by DOE to participate in IEP meeting for shared students, VRS collaboration with and assistance to DOE teachers in transition planning for students, introduction and guidance of students to post-school alternatives by DOE transition coordinator and VRS working with students. Planning also includes coordination of experiences for students in WBLE competitive integrated settings to improve employment outcomes.

DVR will provide transition planning which facilitates the development and completion of an IEP under the IDEA and development of an IPE within 90 days from the date of VR eligibility determination, and prior to exit from high school for students served by the VR program (34 CFR §361.22(a)).

DOE facilitates annual IEP meetings for every student receiving special education services. Should the IEP team agree to submit a referral to DVR; the DOE transition coordinator will be responsible for submitting the referral for VR services after the IEP meeting. Once a student is found eligible for VR services, the VRS will attend the annual IEP meetings at the request of the DOE, whenever possible. If the VRS is unable to attend this meeting,

information will be provided to the student and their family. The VRS reviews the student's IPE and allows for amendments at the request of the IEP team. DVR is represented on a variety of committees such as the Special Education Advisory Council (SEAC) and the School Council on Developmental Disabilities (SCDD) which enable parents and members of the community to gather information and provide input to DVR.

DVR and DOE are working together to align indicators and outcomes for performance in Appendix 1: Performance Goals for Vocational Rehabilitation Program. This collaboration will support annual reviews of program impacts and opportunities for process improvements for effectiveness of services.

(C) roles and responsibilities, including financial responsibilities, of each agency, including provisions for determining State lead agencies and qualified personnel responsible for transition services;

DVR assists students with employment planning, and in cooperation with DOE will assist students in the development of their IPE. The plan outlines services, service providers, financial responsibilities including comparable benefits, and roles and responsibilities of each agency. DOE and DVR are responsible for providing qualified personnel to provide transition services.

Roles and responsibilities: DVR's Staff Services Office (SSO) coordinates plans for statewide implementation of transition services and assists staff with the annual review of services provided. DOE district and DVR branch staff assist their respective designated school and section. If roles or responsibilities are unclear, DVR's assigned SSO staff will work with appropriate DOE staff to clarify for each entity.

DOE is responsible for providing and paying for DOE services identified in the IEP, including educational transition services for eligible students under IDEA, and DVR PE students with disabilities who may receive Pre-ETS program services. DVR is responsible for providing and paying for vocational or employment related services identified in the IPE for students, in keeping with DVR requirement for comparable services and benefits, and personal resources. Financial responsibilities: DVR will be responsible for VR services authorized by the Rehabilitation Act and identified on an IPE, or for PE students in their Pre-ETS agreement for services. DOE will be responsible for services in the IEP, as authorized by the IDEA.

When an overlap of educational goals and employment goals and services is identified, a cost sharing arrangement may be negotiated between DVR and the DOE. All parties must be involved in transition planning to decide about financial responsibility, appropriate services and allocable costs.

The following are general guidelines to support understanding how decisions can be made

under the DVR and DOE interagency agreement MOU and implementation guidelines:

- **Test 1:** Will the service help to achieve the educational goal of the IEP? If yes, the school is primarily responsible for services;
- **Test 2:** Will the service help to achieve the employment goal of the IPE? If yes, DVR is primarily responsible for the service;
- **Test 3:** If the same service appears on both the IEP and IPE, the school and DVR are responsible for negotiating a cost sharing arrangement (conflicts between school and DVR are to be resolved utilizing the process outlined in the MOU and implementation guidelines).
- **Interagency Disputes:** If DHS or DOE fail to provide or pay for services for which they have financial or legal responsibility, the dispute will be referred to the Director of the DHS and Superintendent of the DOE. The Director and Superintendent, or their designees, will meet to resolve the interagency dispute. If the department heads cannot resolve the interagency dispute, the unresolved issue should be taken to the Governor for resolution.

If the student is over 18 and eligible for Medicaid long-term care services (DOH DD Waiver), and chooses to enroll in DD Waiver and/or a Mental Health program, DVR is updating these inter-agency agreements for cost sharing arrangements to determine resources for each student's situation for implementation of process improvements in 2020. Staff of these funding agencies will be trained in the use of the updated agreement and decision-making process in order to strengthen efficient access to services and improve performance accountability.

(D) procedures for outreach to and identification of students with disabilities who need transition services.

DVR staff engage in student outreach by presenting information about DVR at local conferences, schools, council meetings, and various community organizations. DVR will share outcome data to evaluate the impact of outreach and engagement efforts. DVR will also coordinate with DOE on parent/family engagement opportunities. DVR participates in the statewide Employment First partnership for student employment opportunities.

In collaborative partnerships with other agencies, DVR administrative level staff serve on boards and councils to address joint responsibilities for provision of VR services to eligible students, and PE students with disabilities who may receive Pre-ETS program services. These partnerships include, but are not limited to: SEAC, SCDD, State Council on Mental Health, State Workforce Development Board, Services for the Blind Branch Advisory Council, and Deaf & Hard of Hearing Advisory Board.

As designated, DVR branch managers, section supervisors and VRS assist with identification of students with disabilities who may be eligible for VR services, as well as PE students with disabilities to access Pre-ETS program services. Between DVR and DOE, referrals for VR services can occur at

any time during the school year. DVR will maintain a presence and receive referrals of potential applicants at: transition fairs, job and career fairs, parent support groups, and forums hosted by high schools, organizations serving youth with disabilities and independent living training programs. DVR continues to identify opportunities to conduct outreach to PE and VR eligible students in need of Pre-ETS program services. Outreach strategies and procedures will continue to be reviewed annually with planned updates included in the program year 2023 State Plan.

(e) **Cooperative Agreements with Private Nonprofit Organizations.** *Describe the manner in which the designated State agency establishes cooperative agreements with private non-profit VR service providers.*

DVR utilizes outcomes and competitive market rates or fee structure for commonly used and available services. Statewide rates and technical specifications established for services most commonly purchased from qualified agencies or non-profit VR service providers include: benefits planning, internship/temporary work, job coaching, job preparation, development and placement, supported employment, vocational evaluation, and assistive technology and services.

DVR has entered into contracts with seven private non-profit CRPs to provide:

- Evaluation and Training Services;
- Supported Employment (SE) Services;
- Vocational and Work Adjustment Services; and
- Assistive Technology Services.

The services are procured competitively through the Hawaii State Procurement process. Multiple awards are granted from the single procurement, based upon geographic area, vendor quality and capacity, and documented DVR participant need. This process ensures state-wideness of service provision.

Upon award, the Community Rehabilitation Providers (CRPs) are required to sign contracts with DVR, prior to providing services to participants. These services are paid for by a milestone or on an outcomes basis, not to exceed a set contracted amount and timeframe. Potential CRPs with accreditation by the Commission and Accreditation of Rehabilitation Facilities (CARF) are given preference for contract awards. The CRPs facilities must meet the Americans with Disabilities Act (ADA) requirements as well. The Vocational and Work Adjustment Services have been modified to provide Pre-ETS mandatory services both to DVR participants and PE students with disabilities without reducing services to adults.

Additionally, under the Ticket to Work Program with SSA, which provides employment services to most of those receiving Social Security benefits, the SSA issues tickets to eligible beneficiaries. They have the choice to assign their tickets to an Employment Network (EN) of their choice (representative of CRP's) to obtain employment services or DVR, for vocational rehabilitation services and other support services necessary to achieve their vocational goals. Through the Partnership Plus Agreement, DVR will partner with EN's that have passed suitability clearance with SSA. The purpose of the Partnership Plus Agreement is to provide the ticket holder access to a coordinated and seamless service transition between DVR and the EN's employment retention services. The agreement will build on and strengthen the existing partnership between DVR and the EN around the provision of VR services for participants

needing long-term supports.

Annually, DVR conducts consumer feedback surveys to quantify DVR participant satisfaction. Additionally, DVR conducts a Community Statewide Needs Assessment (CSNA) every three years to address current and relevant information on needs of individuals with disabilities for DVR to develop programs, improve services, and allocate resources that address the identified needs. The CSNA is required by the Rehabilitation Act of 1973 as amended by the Workforce Innovation and Opportunity Act (WIOA), and supports the Unified State Plan developed by the core partners of Hawaii's Workforce Development System.

- (f) **Arrangements and Cooperative Agreements for the Provision of Supported Employment Services.** *Describe the designated State agency's efforts to identify and make arrangements, including entering into cooperative agreements, with other State agencies and other appropriate entities in order to provide supported employment services and extended employment services, as applicable, to individuals with the most significant disabilities, including youth with the most significant disabilities.*

Describe the designated State agency's efforts to identify and make arrangements, including entering into cooperative agreements, with other State agencies and other appropriate entities in order to provide supported employment services and extended employment services, as applicable, to individuals with the most significant disabilities, including youth with the most significant disabilities.

DVR contracts with CRP's statewide to provide Supported Employment (SE) services, including customized employment for participants with the most significant disabilities. Youth with the most significant disabilities for whom competitive integrated employment has not historically occurred, or for whom competitive integrated employment has been interrupted or intermittent because of a significant disability, and who, because of the nature and the severity of their disability, receive SE services with extended services after they transition from DVR in order to maintain work skills and retain employment.

In 2019, DVR and DOH – DDD reviewed and revised the draft MOA that identifies resources for SE and customized employment services, including extended services for dually eligible program participants. In support of this collaboration DVR and Developmental Disabilities Council co-sponsored customized employment training for staff and partners to improve supported employment outcomes using best practices for individuals with most significant disabilities to obtain and retain employment. Significant strides in program collaboration and initiatives have been made and updates to the MOA will be completed in 2020. Staff of these funding agencies will be trained in the use of the updated agreement and decision making process. DVR's Partnership Plus agreement, previously referenced, is also utilized for long-term supports for job skills maintenance and employment retention.

Under WIOA, DVR will continue to review and address provider quality services which include a review of the processes indicated in the scope of services, and as indicated in DVR contract monitoring reviews, or rules and regulations updated by the Rehabilitation Services Administration (RSA).

*(g) **Coordination with Employers.** Describe how the designated State unit will work with employers to identify competitive integrated employment and career exploration opportunities in order to facilitate the provision of:*

DVR collaborate with the WIOA core partners statewide through established Memoranda of Agreements to engage with employers in addressing future workforce needs associated with skills development and expansion of business operations and qualifications needed. DVR also supports core partners understanding of ADA requirements as well as workplace accommodations and/or customized employment opportunities to promote employers hiring of qualified individuals with disabilities in Hawaii's workforce.

(1) VR services; and

DVR has implemented evidence-based practices and innovative strategies for addressing key challenges to strengthen employer engagement including: streamlined employer outreach activities; customization of employer engagement; job development and job negotiation tailored to the unique business needs of each individual employer; and dissemination of technological tools for improving the direct relationship between the employee and the employer.

To achieve competitive, integrated employment outcomes for DVR participants, DVR continues to improve and apply effective practices with partnerships to leverage resources.

DVR has engaged in the following activities to create sustainable employment service models over time:

- **AJC:** Co-located activities are regularly conducted with DVR participants, prospective referrals, and educational/informational resource sharing is provided by staff to enhance AJC services and engagement of individuals with disabilities under the statewide MOU's currently in place with DVR. DVR leadership also participates in regular AJC partner meetings and sub-committees to support employer engagement.
- **Legislative Forum:** An annual Legislative Forum on the islands of Kauai, Maui and Hawaii Island brings together employers to engage in dialogue with DVR, the Developmental Disabilities Council and legislators to "talk story" about success stories of hiring persons with disabilities. Information is shared about compliance with the ADA and ways to promote job retention.
- **Recruitment Fairs:** Recruitment Fairs are held year-round to promote hiring of persons with disabilities. DVR partners with the AJC and community partners to plan and execute job hiring events with State, Federal and Private Employers.
- **Disability In** (formerly Business Leadership Network) – **Oahu:** Disability: In is a national organization of businesses that empowers businesses to achieve disability inclusion and equality. DVR is an active member of

Disability: In. Which is Hawaii's business-business organization created by business leaders to share best practices in hiring, retaining and marketing strategies for people with disabilities.

- **Hawaii Employment First Taskforce (HEFT) – Oahu:** Meets monthly to analyze and promote changes in policies and procedures needed to increase opportunities for competitive integrated employment opportunities for all persons with disabilities. Conducts a yearly Employer Information and Reverse Job Fair with support from various organizations and the State Legislature.
- **Disability Awareness and Training** have been provided across the state by DVR staff for employers and partner agencies.
- **HireNet:** A statewide, integrated and interactive workforce portal is used to track all contacts with employers and participants with disabilities using the WDD platform. Logging into this system will allow WDD and DVR to gather data of employer engagement.

In addition, DVR works with employers to provide information on disability and diversity awareness, guidance on the ADA and reasonable accommodations, workplace accommodations for supportive performance outcomes including assistive technology when applicable, and Workforce Opportunity Tax Credits.

DVR's Oahu Employment Specialists conduct weekly business development with office/jobsite visits with employers who have competitive integrated employment opportunities within their companies. DVR VRS also contact employers statewide to support participant's transitional work experiences for skills development, as well as employment goals and successful rehabilitation in competitive integrated employment. These employment opportunities represent opportunities for meaningful careers for DVR participants. Relationships are established with the decision maker of the company to develop long-term relationships and support ongoing hiring needs with DVR referrals of qualified candidates. A significant employer engagement success has been with government employment opportunities for well-paid, competitive, secure jobs and benefits for DVR participants. Federal employer engagement highlights include: Naval Supply Systems Command (NAVSUP) and Pearl Harbor Naval Ship Yard (PHNSY), where more than 50 individuals have been hired, retained, and/or advanced with these federal employers since 2015, representing a "pipeline" model for DVR VRS employer engagement opportunities. DVR's work with the State for placement opportunities with the Department of Transportation (DOT) represents hiring participants and their advancement as both part-time and full-time employees. DVR's collaboration with DLIR's WDD agreement has supported the creation of State WBLE sites, with students being hired at the end of their training into State competitive integrated positions. DVR staff also continue to work on expanding employment opportunities throughout State agencies through Hawaii's Selective Placement category for direct hiring of qualified participants with disabilities.

VRS statewide are actively promoting DVR and seeking employment opportunities with employers on behalf of participants. VRS efforts in 2019 resulted in average hourly wages of \$15.64 for successful rehabilitations statewide, while participants with blindness or loss of

vision averaged \$25.50 hourly for their placements, and participants who are deaf or hard-of-hearing averaged \$17.77 hourly for their placements. The average hourly rate of wages for non-disabled during this same timeframe represented \$24.50 hourly statewide in 2019. DVR is committed to building workforce parity for all participants we serve.

In addition to employer visits and cold calls, VRS attend Rotary Club Meetings, Chamber of Commerce educational forums, and small business owners' meetings. Other activities include working with private and non-profit agencies with work programs to coordinate braided services for placements with these entities.

(2) transition services, including pre-employment transition services, for students and youth with disabilities.

DVR works with a network of over 600 employers to develop WBLE sites leading to employment in competitive integrated settings statewide for students and youth with disabilities.

Pre-ETS are offered through contracts with the DOE's Special Education – Vocational Rehabilitation (SE-VR) program. SE-VR provides WBLE opportunities with employers in the community. The Department of Labor and Industrial Relations' WDD is also contracted to execute a Summer Youth Employment Program for Students and Youth with disabilities. DVR's contracts with non-profit CRP's also support Pre-ETS program services statewide for career exploration activities, including job exploration counseling provided by DVR staff, WBLE in competitive integrated worksites, workplace readiness training, self-advocacy, and counseling on opportunities for enrollment in comprehensive transition or postsecondary educational programs.

*(h) **Interagency Cooperation.** Describe how the designated State unit will collaborate with the State agency responsible for administering each of the following programs to develop opportunities for competitive integrated employment, to the greatest extent practicable:*
(1) the State Medicaid plan under title XIX of the Social Security Act;

In 2016, the DHS MedQuest Division (designated state agency to administer the Hawaii Medicaid program) and DVR entered into a Cooperative Agreement for Employment First with the State of Hawaii, DLIR, State Workforce Development Board, Workforce Development Council, Hawaii County Workforce Development Board, DOE – Adult Education/Special Education, DOH – DDD, Adult Mental Health Division (AMHD) – Developmental Disabilities Council, and the UH Center on Disability Studies.

Through this Cooperative Agreement, the Employment First Initiative seeks to shift public resources to be aligned with newly established policies that make competitive integrated employment the top priority for partner agencies when serving people with disabilities. To achieve the goals of Employment First and principles of WIOA, each member's role and collaborative responsibilities are outlined in the Cooperative Agreement.

DVR, DOH – DDD and the Governor’s Office were invited to participate in the National Governor’s Association “Building Inclusive Talent Pipelines for People with Disabilities” in May 2018. The objective was to develop strategies for expanding access to employment and training for persons with disabilities. As a result of this collaboration, an Executive Order for the establishment of the Hawaii Employment First Taskforce (HEFT) to expand competitive integrated employment opportunities for individuals with disabilities in Hawaii was developed. This Executive Order is in its final draft form and will be submitted to the Governor’s office for authorization in 2020.

Supporting the authorization of this Executive Order is a priority of HEFT, which is comprised of the DVR, DOH – DDD, Developmental Disabilities Council, Adult Mental Health Division (AMHD) and Child and Adolescent Mental Health Division (CAMHD), DOE – Special Education, DLIR – WDD, UH Center on Disability Studies, City and County of Honolulu – Disability Employment Initiative. The Counties of Kauai, Maui, and Hawaii also have active chapters of HEFT to reinforce statewide employment opportunities for individuals with disabilities in Hawaii’s workforce.

(2) the State agency responsible for providing services for individuals with developmental disabilities; and

In 2019, DVR and DOH – DDD were able to review and revise the draft MOA that identifies resources for SE and Customized Employment services for dually eligible program participants. In support of this collaboration DVR and Hawaii’s Developmental Disabilities Council co-sponsored Customized Employment training for staff and partners to improve supported employment outcomes using best practices for individuals with most significant disabilities to obtain and retain employment. Significant strides in program collaboration and initiatives have been made since the Employment First Initiatives and strategic planning at the National Governor’s Association in 2018. In 2020 the finalization of the MOA will be completed, along with the authorization of the Employment First Executive Order, and HEFT initiatives being implemented in the State of Hawaii to build parity for individuals with disabilities employment opportunities in Hawaii’s workforce.

(3) the State agency responsible for providing mental health services.

DVR and DOH – AMHD and CAMHD continue to work collaboratively through the HEFT. In addition, DVR has met with the CAMHD staff to provide information on the VR program, specifically for Pre-ETS for students with disabilities to strengthen program knowledge for line staff, and collaboration between agencies. DVR is an active partner on the State Council on Mental Health. VRS counselors are involved statewide with programs associated with AMHD such as the Clubhouses, Peer Mentorship and statewide initiatives involving competitive integrated employment.

*(i) **Comprehensive System of Personnel Development; Data System on Personnel and***

Personnel Development. *Describe the designated State agency's procedures and activities to establish and maintain a comprehensive system of personnel development designed to ensure an adequate supply of qualified State rehabilitation professional and paraprofessional personnel for the designated State unit, including the following:*
(1) Data System on Personnel and Personnel Development

(A) *Qualified Personnel Needs. Describe the development and maintenance of a system for collecting and analyzing on an annual basis data on qualified personnel needs with respect to:*

(i) *the number of personnel who are employed by the State agency in the provision of VR services in relation to the number of individuals served, broken down by personnel category;*

At the start of FFY20, DVR was serving 4,235 cases, including PE students, with a 20% vacancy rate for the 114.5 positions funded to manage and provide direct services for participants. In addition, DVR has three contracted positions to support program service delivery. DVR staff continue to serve eligible individuals with approved IPEs, as well as potentially eligible students accessing the Pre-ETS program. DVR is working to fill 22.5 VRS/Direct Service staff vacancies and manage fiscal resources, while addressing a possible Maintenance of Effort (MOE) penalty with federal funding anticipated to further impact services in FFY2021/2022.

(ii) *the number of personnel currently needed by the State agency to provide VR services, broken down by personnel category; and*

Please refer to table below for number and category:

Job Title	Total Positions	Current Vacancies	Projected Vacancies over the next 5 yrs.
Staff Services Office/Senior Leadership	8	2	1
Branch Administrators	5	1	1
Supervisors	9	3	1
Vocational Rehabilitation Specialists/Direct Service Supports	68.5	12.5	5
Clerical Support	21	4	2
Employment Specialists	3	0	0

(iii) *projections of the number of personnel, broken down by personnel category, who will be needed by the State agency to provide VR services in 5 years based on projections of the*

number of individuals to be served, including individuals with significant disabilities, the number of personnel expected to retire or leave the field, and other relevant factors.

Please see the table (ii) above.

With a State unemployment rate of 2.7% in the 4th quarter of 2019, DVR is dedicated to addressing barriers associated with an estimated 23.4% of the 112,775 adults between 16-64 with disabilities statewide being engaged in the workforce as compared with non-disabled adults employed at a rate of 66.8% (US Census 2018 American Community Survey 5-year estimates). Additionally, DVR continues to identify strategic interventions to strengthen workforce parity to address disparity in the workforce for individuals with disabilities receiving an average of 34% less wages/work hours than non-disabled adults in similar careers (HIWI.org).

(B) Personnel Development. Describe the development and maintenance of a system for collecting and analyzing on an annual basis data on personnel development with respect to:

(i) a list of the institutions of higher education in the State that are preparing VR professionals, by type of program;

University of Hawaii, Manoa Campus, College of Education, Kinesiology and Rehabilitation Sciences, Master of Science Degree, specialization in Rehabilitation Counselor Education Program.

(ii) the number of students enrolled at each of those institutions, broken down by type of program; and

Currently, there are three DVR staff attending the UH Manoa Rehabilitation Counselor Education program, and one DVR staff attending the University of Kentucky for graduate degrees.

(iii) the number of students who graduated during the prior year from each of those institutions with certification or licensure, or with the credentials for certification or licensure, broken down by the personnel category for which they have received, or have the credentials to receive, certification or licensure.

Four (4) students graduated in 2019 with graduate degrees in Rehabilitation Counseling. The four graduates are planning to sit for the CRC examination in 2020. DVR implemented staff development plans to include continuing education credits for all VRS to support best practices and highest impact to build parity associated with Hawaii having only under 25% of

individuals with disabilities in the workforce, at an average of 34% less in hourly wages (\$15.64) for direct placements in FFY2019. In house placements for participants with blindness or loss of vision averaged \$25.50 hourly per job, while participants who are deaf or hard-of-hearing averaged \$17.77 hourly in FFY2019.

(2) Plan for Recruitment, Preparation and Retention of Qualified Personnel.

Describe the development and implementation of a plan to address the current and projected needs for qualified personnel including, the coordination and facilitation of efforts between the designated State unit and institutions of higher education and professional associations to recruit, prepare, and retain personnel who are qualified, including personnel from minority backgrounds and personnel who are individuals with disabilities.

DVR works closely with the UH to recruit qualified graduates. DVR is supportive of preparing, recruiting, hiring and retaining individuals with disabilities and persons from minority backgrounds. Personnel at DVR represent culturally diverse backgrounds reflective of the culture in Hawaii.

The division is working closely with the Department's Human Resource (HR) office to advertise job announcements via listserv with professional organizations such as CSAVR, NRLI, CRCC, NCSAB, and exploring the use of social media to advertise job openings. Job openings are announced internally within the Department and on the State of Hawaii/DHS website, statewide on-the-spot recruitment and hiring at job fairs has been utilized to fill vacancies, and VR Specialist who specialize in serving deaf participants are announced through partnerships with deaf organizations and in deaf publications. Positions at the Services for the Blind Branch are also announced with blind organizations to enhance recruitment efforts. In 2019, the Department's HR staff initiated on the spot hiring opportunities at job fairs statewide to streamline hiring process and address vacancy rates in the Department.

(3) Personnel Standards. Describe the State agency's policies and procedures for the establishment and maintenance of personnel standards consistent with section 101(a)(7)(B) and to ensure that designated State unit professional and paraprofessional personnel are adequately trained and prepared, including:

- (A) standards that are consistent with any national or State-approved or -recognized certification, licensing, registration, or other comparable requirements that apply to the profession or discipline in which such personnel are providing VR services; and*

Included in the response for Section (B) below.

- (B) the establishment and maintenance of education and experience requirements, in accordance with section 101(a)(7)(B)(ii) of the Rehabilitation Act, to ensure that the personnel have a 21st century*

understanding of the evolving labor force and the needs of individuals with disabilities.

DVR's personnel standard is aligned with CRC eligibility and certification. VR actively recruits personnel who meet standards, and maintains a Comprehensive System of Personnel Development (CSPD) database. Newly hired VRS are required to apply for RSA long-term funding with qualified Rehabilitation Counseling programs in order to leverage funding and manage DVR costs.

Standards for VRSs went into effect May 2019 with approval of these class specifications by the Hawaii State Department of Human Resources Development and Hawaii Government Employees Association (HGEA).

New VRS who do not meet CSPD standards must meet the CSPD requirements in 5 years from the start of an individual's master's degree/rehabilitation program. The individual's master's degree/rehabilitation program must commence on the earliest possible enrollment date after completing the 6-month probationary appointment with DVR. Details are described below:

I. All VRS I positions hired after the effective date of this standard who perform one or more counselor functions must have a bachelor's degree from an accredited college or university, or verification of eligibility for admission to an accredited program in Rehabilitation Counseling.

II. All VRS II positions hired (or reallocated to the II level) after the effective date of this standard who perform one or more counselor functions, in addition to meeting the minimum requirement of the I level, must have completed 50% of graduate level semester credits in an accredited rehabilitation counseling program at an accredited college or university. All VRS III and IV positions hired and/or promoted after the effective date of this standard who perform one or more counselor functions must have a master's degree or other post-graduate degree including coursework, internship, and experience verified by the Standards and Credentials Committee of the Commission on Rehabilitation Counselor Certification (CRCC) and obtain and retain their Certified Rehabilitation Counselor (CRC) license to be acceptable for certification purposes.

III. All VRS V, and Supervisors, who are hired or promoted into positions as first line supervisors of VRS I, II, and III levels, after the effective date (May 2019) of this standard, and perform one or more counselor functions at any time, or have the authority to do so, must have a master's degree or other post-graduate degree including coursework, internship, and experience verified by the Standards and Credential Committee of the CRCC to be acceptable for certification purposes, and must be a CRC. The new counselor's training plans and their grade point averages are monitored during individual meetings with their supervisor during probation and annual reviews. Individual meetings with their supervisor may include, but are not limited to reviewing progress on their coursework (areas of concerns), progress in their internships, practicums, and other areas such as time management and case documentation strategies. Individual meetings are held twice a month.

(4) Staff Development. Describe the State agency's policies, procedures, and activities

to ensure that, consistent with section 101(a)(7)(C) of the Rehabilitation Act, all personnel employed by the designated State unit receive appropriate and adequate training in terms of:

- (A) a system of staff development for professionals and paraprofessionals within the designated State unit, particularly with respect to assessment, vocational counseling, job placement, and rehabilitation technology, including training implemented in coordination with entities carrying out State programs under section 4 of the Assistive Technology Act of 1998; and*

Included in Section (B); effective July 1, 2016, DVR implemented the use of training plans, with updates to be integrated in 2020 for CRC requirements and continuing credits. DVR staff (professionals and paraprofessionals) are required to complete Training Plan Development Worksheets. The worksheet assists in the identification of the individual staff training and development needs, supports the creation of a training plan, ensures follow up and measures the results of training. From information on the individual worksheets, training activities are prioritized based on identified needs and submitted for implementation at the start of each State fiscal year. A semi-annual review is conducted to ensure training needs are met. Statewide training initiatives includes: Collaborative relationships with the local University to support the Masters of Rehabilitation Counseling program; formal contracts with San Diego State University, Workforce Innovation Technical Assistance Center (WINTAC), and qualified providers for statewide training and technical assistance to VRS and VR management; and formal contracts to include training and technical assistance for the provision of services as mandated by the WIOA. DVR management prioritizes comparable benefits for staff training costs to manage expenditures and maximize training opportunities for all staff.

- (B) procedures for the acquisition and dissemination of significant knowledge from research and other sources to designated State unit professionals and paraprofessionals.*

VR management, along with Branch Administrators and Supervisors determine training needs from data obtained by case reviews, annual audits, and research on emerging trends, best practices and consultation with individuals. Staff development plans for professionals and paraprofessionals are submitted on an annual basis and kept on file within the CSPD data base.

DVR utilizes funds from VR Basic Support grant and leverages funds from college grants to promote CSPD and priorities that are identified on the annual staff development plans. Information is disseminated through various meetings (management, Supervisors, staff) and electronically.

Staff training for new VRS's on vocational assessments, vocational guidance and counseling, job placement and rehabilitation counseling are provided within their probationary period. Both formalized individual and group trainings are provided. DVR's counseling training modules for new hires were developed in partnership SDSU, and WINTAC. In addition to the new-hire training modules, new counselors participate in eight days of additional training with DVR management and subject matter experts.

For VRS's that have passed probation, there is no set training schedule for vocational assessment, vocational guidance and counseling, job placement and rehabilitation counseling, except for identified concerns in performance reviews and/or corrective action plans. Training in each area is ongoing based upon needs identified through case reviews or in case discussions, and as new products/services/technological advances are available in each of the aforementioned areas.

(5) Personnel to Address Individual Communication Needs. Describe how the designated State unit has personnel or obtains the services of other individuals who are able to communicate in appropriate modes of communication with or in the native language of applicants or eligible individuals who have limited English speaking ability.

Spoken language interpreters are obtained from a 24-hour telephone language service for communication with individuals who have limited English proficiency. DVR has designated staff to serve deaf participants and stakeholders. These interpreters are proficient in American Sign Language (ASL). When needed, DVR obtains ASL interpreters from a contracted referral service. DVR provides alternative formats of written communication for participants and stakeholders needing transcription to braille, or large-print.

(6) Coordination of Personnel Development Under the Individuals with Disabilities Education Act. As appropriate, describe the procedures and activities to coordinate the designated State unit's comprehensive system of personnel development with personnel development under the Individuals with Disabilities Education Act.

DVR will coordinate CSPD activities with those provided under the IDEA through the SRC. A representative of the State Educational Agency responsible for the public education of students with disabilities who are eligible to receive services under this title and part B of the IDEA is appointed by the Governor to be a member of the SRC. Program and financial information are disseminated at SRC meetings and orientation and trainings with VR and DOE, Special Education staff are coordinated at SRC meetings. Joint trainings for DOE /DVR staff are scheduled when necessary (e.g. training for revised procedures for current services or new services.). The WIOA, regulations are shared with the DOE staff during the joint quarterly meetings and other meetings needed to address concerns/clarifications as they arise. The transition counselor's role is to have a presence at their designated schools. The

counselors provide consultation and technical assistance to the DOE staff, students and their families with information regarding DVR's goal/mission, eligibility criteria, scope of services, rights/remedies and the SE-VR program during their regularly scheduled visits and during IEP and/or IPE meetings.

(j) Statewide Assessment

(1) Provide an assessment of the rehabilitation needs of individuals with disabilities residing within the State, particularly the VR services needs of those:

- (A) with the most significant disabilities, including their need for supported employment services;*
- (B) who are minorities;*
- (C) who have been unserved or underserved by the VR program;*
- (D) who have been served through other components of the statewide workforce development system; and*
- (E) who are youth with disabilities and students with disabilities, including, as appropriate, their need for pre-employment transition services or other transition services.*

The Triennial Comprehensive Statewide Needs Assessment for program years 2015-2017 was completed in June 2018 by the staff at the Interwork Institute, San Diego State University. The purpose of the assessment is to provide current and relevant information on the needs of individuals with disabilities so that DVR can develop programs and allocate resources that will address the identified needs. The CSNA seeks to provide information on:

- I. The overall performance of DVR as it relates to meeting the rehabilitation needs of individuals with disabilities in the State;
- II. The rehabilitation needs of individuals with the most significant disabilities, including their need for supported employment services;
- III. The rehabilitation needs of individuals with disabilities who are minorities, and those who have been unserved or underserved by the VR program;
- IV. The rehabilitation needs of youth and students with disabilities in transition, including their need for Pre-ETS;
- V. The rehabilitation needs of individuals served through other components of the statewide workforce development system;
- VI. The need to establish, develop and/or improve CRPs within the State; and
- VII. The needs of businesses in recruiting, hiring, accommodating and retaining employees with disabilities.

Currently, DVR remains in an active OOS (HAR 17-401.1-5), a federally-sanctioned establishment of a wait list that affects all new eligible individuals. The OOS requires a concerted organizational effort across all levels of DVR to examine expenses and institute quality assurance and accountability methods to reduce the findings documented in this needs assessment.

The 2018 CSNA identified process improvement opportunities in the following areas:

- DVR responsiveness to and engagement with participants to fulfill participant employment goals;
- Compliance with timeliness of services;
- Identification and strengthening of long-term supports for SE services;
- Strengthening staff planning, use of labor market information, assessment skills for individualized services for participants with most significant disabilities, and utilization of comparable benefits;
- Increase measurable skills gains and credentials for planning and resource management purposes; and
- Enhance community outreach to underserved groups, including Hispanics, Hawaiians, and Veterans.

The data from DVR is used in conjunction with RSA-911 case services reports from the Rehabilitation Services Administration (RSA) for the most recent CSNA. The data was separated and is reported according to the content areas that most closely aligned with the topic areas under investigation. The data was gathered and analyzed with a summary of key findings for each required section listed below.

1. Provide an assessment of the rehabilitation needs of individuals with disabilities residing within the State, particularly the VR services needs of those:

A. with the most significant disabilities, including their need for supported employment services;

Needs identified in this area included the following:

- i. Education and training, soft skills and transportation are common rehabilitation needs for individuals with the most significant disabilities;
- ii. The needs of individuals with the most significant disabilities were greatly magnified on the neighbor islands;
- iii. There continues to be a need for supported employment services and qualified vendors to provide the service. DVR is currently in an OOS that has made partnering with other entities essential for comparable benefits to meet the needs for individuals with the most significant disabilities;
- iv. The need to secure ongoing support services and secure long-term support for employment in competitive, integrated employment. This was an overwhelming rehabilitation need identified in this study and supports the common performance measures in WIOA;
- v. DVR had made progress in SSA reimbursement prior to the previous CSNA. It was identified that ticket holders were not identified until UI data reviews started in 2019; reducing opportunities for cost reimbursement. DVR will continue to work on capturing accurate information with Ticket Holders to maximize program income and participants transition to permanent employment.

Strategies:

- a. DVR will work with the WINTAC to revise their policies and procedures related to supported employment and ensure that they are compliant with WIOA and the accompanying regulations.
- b. DVR will identify alternate funding sources and service providers as a result of the OOS. DVR will examine ways to braid funding with other Workforce partners, the DOE and the DOH – Developmental Disabilities Division. Shared funding of cases will become the norm rather than the exception to open categories for services in the future.
- c. DVR intends to maximize its approach to benefits counseling. Fear of losing benefits is a major barrier for individuals with the most significant disabilities to maintain employment in a competitive, integrated setting.
- d. DVR will provide training to staff on how to provide ongoing support services and secure long-term support to maintain employment.
- e. DVR has trained additional staff members dedicated to tracking SSA Ticket to Work recipients and SSA reimbursement.

B. who are minorities;

Needs identified in this area included the following:

- i. Hispanics and Native Hawaiians were cited as potentially underserved groups;
- ii. Language barriers and the lack of bilingual counselors, as well as the mistrust of government are barriers to employment and access to DVR services by minority groups.

Strategies:

- a. DVR has increased its service to individuals that are native Hawaiian, but there are a myriad of needs identified for this population. DVR will continue to identify resources for mental health services and substance abuse treatment to increase the likelihood of successful participation in a rehabilitation program.
- b. DVR staff will work with the families for an `Ohana Nui approach of these individuals when possible to ensure there are support systems in place for these individuals.
- c. DVR will focus on recruiting bilingual counselors. Staff that speak Spanish, and other local languages can contribute to increasing the number of each of these participants respectively.

C. who have been unserved or underserved by the VR program;

Needs identified in this area included the following:

- i. The remote areas of each island were identified as underserved because of their distance from larger population areas, lack of transportation and limited resources. Many of these remote areas include individuals that live in poverty and cannot afford to engage in rehabilitation services or even get to appointments with DVR staff.
- ii. Veterans continue to be identified as a potentially underserved group by DVR.

Strategies:

- a. Community outreach remains an important strategy for DVR to

employ to meet the rehabilitation needs of individuals unserved or underserved.

- b. DVR will explore outreach methods to individuals that live in remote geographic areas and to develop resources to serve these individuals, including partnering with local community programs.
- c. DVR will investigate why the number of Veterans applying for services decreased each year of this study. If the reasons are related to a decline in outreach, DVR staff will strengthen partnerships with the local VA offices and AJC core partners.

D. who have been served through other components of the statewide workforce development system; and

Needs identified in this area included the following:

- i. Although the services of the AJCs in Hawaii are valuable, very few DVR consumers access those services. Numerous individuals characterized AJC services to be almost exclusively self-directed and online, which means that numerous VR consumers struggle to utilize services. While the AJCs were referred to as good collaborators regarding job fairs and community events, their direct delivery of training and employment services to individuals with disabilities was noted as lacking in this study.
- ii. DVR's relationship to the Title I and III programs was described as a positive one, but lacking in service integration and alignment. Service to individuals with disabilities by the AJCs remain primarily one of referring them to DVR, but the OOS is quickly reversing this trend as DVR staff are relying on the AJCs to provide employment preparation and placement services to their potential consumers.
- iii. Cross training among agencies remains a continuous need on how to effectively work with individuals with disabilities takes on a greater urgency as the OOS results in an increase in referrals from DVR to the AJCs. The training provided should be provided on regular and consistent time frames to account for AJC staff turnover and should cover a broad range of topics including how to work with individuals with mental health impairments, which constitutes a large percentage of DVR applicants. The training provided by DVR should also include the Adult Education and Family Literacy program.
- iv. The Adult Education and Family Literacy program (Title II) was characterized as underutilized by DVR consumers and individuals with disabilities in general throughout Hawaii. This program will also take on increased significance for individuals with disabilities that might otherwise be supported by DVR for training during the OOS.
- v. There is no hard data available on co-enrollment and shared funding of consumers across partners. Data sharing between the core partners has been a challenge as agreements must be signed and systems established and put in place for reporting across multiple programs. DVR needs to implement a tracking and reporting system for consumers that have been referred to, or are co-enrolled in the core partner programs.

Strategies:

- a. DVR is working with the WINTAC to assist in the development and updating of MOUs with core partners and to help create career services that benefits all customers of the AJCs, including individuals with disabilities.
- b. DVR and the other core partners, especially Titles I and III, will attempt to engage in planning to ensure that career services at the AJCs are inclusive of all individuals, including those with disabilities.
- c. Given the limited resources and OOS, the practice of braided funding with the core partners will benefit all of the core partners. DVR and the AJCs will try to identify and highlight at least one example of this activity and use it as a promotional tool that will increase this practice in the future.
- d. DVR has established a log for staff to visit the AJC to develop a relationship and learn more about services to share in resources.
- e. DVR is developing a referral and application form that will be easily accessed through DHS/DVR website to encourage sharing of consumers and resources.

E. who are youth with disabilities and students with disabilities, including, as appropriate, their need for pre-employment transition services or other transition services.

Needs identified for transition-age youth with disabilities (14-24) and the needs of students with disabilities (16-21) included the following:

- i. The rehabilitation rate for transition-age youth has been very low for DVR for all three years of this assessment (2015-2017)
- ii. Youth in Hawaii have a need to receive Pre-ETS.
- iii. There is an increase in the number of youth with substance abuse issues, resulting in an increase in youth involved with the juvenile justice system. This limits the employment opportunities for these young people.
- iv. Transportation in rural areas and neighbor islands remains a major barrier to employment for youth and students with disabilities.

Strategies:

- a. DVR will engage in planning with school districts and community providers to develop and implement programs that will create and promote competitive integrated employment opportunities for youth and students with disabilities.
- b. DVR will do outreach to pursue referrals of students with a disability under Section 504 ages 14-21 on the diploma track (typically only students with an IEP on the certificate track have been referred to DVR by the schools.
- c. DVR will expand the delivery of Pre-ETS to the PE student population.

(2) Identify the need to establish, develop, or improve community rehabilitation programs within the State; and

Needs identified in this area included the following:

- i. There is a need to develop providers in the rural areas of all the islands;
- ii. The relationship between DVR staff and providers was characterized as a positive one, which helps when issues arise about service to consumers because the communication has improved between the two groups.
- iii. There is a need to develop customized employment as a service option for some consumers in Hawaii. Most of the current providers do not have an understanding of all elements of Continuing Education and rely on supported employment as the primary strategy for job preparation and placement for individuals with the most significant disabilities.
- iv. Contracts with clear and measurable objectives are needed to increase the awareness of expectations and accountability.
- v. The need for more providers of Pre-ETS was noted by some of the participants in the focus groups and individual interviews.
- vi. Service providers need to be able to effectively work with highly educated individuals that need intervention and advocacy with employers to help them obtain professional level positions in high paying jobs as opposed to entry level positions.
- vii. Some CRPs take too long to find employment once they began working with consumers. There was a recurring theme that unless the job the individual wanted was entry-level and readily available, progress in finding employment was slow and could take many months.

Strategies:

- a. DVR will ensure that all of their provider contracts have clear and measurable outcomes and deliverables noted in the contract language so that there is no confusion about the expectations and deliverables for each agency. The inclusion of clear and measurable outcome expectations will increase accountability for providers and had a positive impact on employment outcomes for individuals with disabilities served by these providers. In addition, DVR will have regular contract review meetings with CRPs to monitor progress on contracts.
- b. DVR continues to look into expanding the number of providers that offer Pre-ETS program services statewide. DVR has expended the majority of its Pre-ETS dollars to enhance work-based learning experiences (WBLE), and will consider the benefits cost-ratio from providers that offer the additional four Pre-ETS required services.

- c. DVR is looking to expand training opportunities for the CRP network and their Business Service Representatives on customized employment, and entrepreneurial work-based learning experiences. DVR is investigating the Association of Community Rehabilitation Educators (ACRE) which has recently developed a national certification in CE that may be helpful for DVR and their provider network as they work with the OOS and collaborate to serve individuals with the most significant disabilities.
- d. DVR continues to expand the use of individual service providers in the rural areas and in neighbor islands with limited CRP resources.

(3) Include an assessment of the needs of individuals with disabilities for transition career services and pre-employment transition services, and the extent to which such services are coordinated with transition services provided under the Individuals with Disabilities Education Act.

Needs identified in this area included the following:

- i. All of the five required activities in Pre-ETS are needed by students with disabilities in Hawaii. This was confirmed across all groups and methods; these services include:
 - Job exploration counseling;
 - Work-based learning experiences;
 - Counseling on opportunities for enrollment in comprehensive transition or postsecondary educational programs at institutions of higher education;
 - Workplace readiness training to develop social skills and independent living (often referred to as soft skills); and
 - Instruction in self-advocacy, which may include peer mentoring.
- ii. DVR has completed its fiscal forecasting for Pre-ETS and is able to move to the authorized activities; these services include:
 - implement effective strategies that increase independent living and inclusion in their communities and competitive integrated workplaces;
 - develop and improve strategies for individuals with intellectual and significant disabilities to live independently, participate in postsecondary education experiences, and obtain and retain competitive integrated employment;
 - provide training to VRS, school transition staff, and others supporting students with disabilities;
 - disseminate information on innovative, effective, and efficient approaches to implement Pre-ETS;
 - coordinate activities with transition services provided by local educational agencies under IDEA;
 - apply evidence-based findings to improve policy, procedure, practice, and the preparation of personnel;

- develop model transition demonstration projects;
 - establish or support multistate or regional partnerships that involve States, local educational agencies, designated State units, developmental disability agencies, private businesses, or others; and,
 - disseminate information and strategies to improve the transition to postsecondary activities of those who are traditionally unserved.
- iii. The need for all the required Pre-ETS was noted by numerous participants in the assessment. Work-based learning opportunities and any type of work experience was cited as the greatest need for students with disabilities and all youth in transition.
 - iv. Students with disabilities and all youth in transition in Hawaii need to develop an understanding and appreciation for work and what is required of individuals on the job. Many students were characterized as being unaware of how important the basic soft skills are to success in employment. Participants did believe that Pre-ETS are helping to address this need.
 - v. The partnership between DOE and DVR was characterized as very good in some places and inconsistent in others. In the school districts where the VRS is present at the school on a regular basis, the relationship was characterized as positive and services to students were good. When the VRS did not have a regular presence at the school, services to students with disabilities were generally characterized as uneven and inconsistent.

Strategies:

- a. DVR is engaged with the WINTAC in an intensive technical assistance agreement that includes Pre-ETS implementation. DVR continues to work closely with the WINTAC Pre-ETS team to develop and implement strategies for the delivery of Pre-ETS that will include authorized activities and leverage resources to reach PE students with disabilities in all of the islands.
- b. DVR is making transition services a part of every counselor's job duties on Oahu as is the practice on neighbor islands, rather than having VRS assigned to provide only transition services. As a first step, during calendar year 2019 DVR began to assign those youth who graduated or aged out of high school to counselors outside of the Oahu transition team. In 2020 DVR will increase the number of counselors assigned to support the DOE on Oahu so one counselor is assigned per school. Every counselor on Oahu will have a mix of transition aged youth or students with disabilities, with adults with disabilities also on their caseloads. These changes are intended to develop and nurture the partnership with DOE and each school in order to maximize the impact of Pre-ETS.
- c. DVR completes an annual fiscal forecasting model for Pre-ETS program services and will allocate resources available for authorized activities. This model has been reviewed and approved by the RSA.
- d. DVR has directed considerable resources to increase work-based learning experiences for students, and has partnered with DOE, as well as workforce

development partners to increase work experience opportunities. Work experience opportunities to be provided to students with disabilities in community-based settings have increased annually.

- e. DVR continues to ensure the summer youth program includes individuals with disabilities, providing students with work experiences while in secondary school.
- f. DVR had previously focused the delivery of Pre-ETS primarily on eligible students, and expanded the delivery of these services in 2018 to include PE students after the active OOS was implemented.
- g. DVR has begun implementing a peer mentoring program for youth with disabilities in Hawaii. This project is especially beneficial under the OOS since DVR has resource limitations and the establishment and training of the peer mentors represents no additional costs to the agency.

*(k) **Annual Estimates.** Describe:*

(1) The number of individuals in the State who are eligible for services.

According to the FY2018 updates on U.S. Census Bureau Quickfacts (from July 1, 2018), the number of individuals in Hawaii between the ages of 18 to 65 with disabilities represents a population of 92,312 (6.5% of the 1,420,491 total population statewide).

Estimates for 2020 eligible individuals for VR services statewide (inclusive of students eligible for Pre-Employment Transition Services and VR individualized services) represents close to 8% of the total population with disabilities, however, with current staffing levels, DVR anticipates serving approximately 5.5% in 2020: 5,100.

The number of individuals eligible for VR in active open status during Hawaii DVR's active, potentially eligible students, deferred (all Categories) and closed during the Order of Selection (OOS) per year are represented as follows:

FY 2019: 4,734

FY 2018: 4,235

Additional non-VR services were supported as allowed by DVR's federal award and state match for independent living resources. DVR anticipates these supports will continue to be needed in FY 2020:

FY 2020 OIB: 180

FY 2020 BEP: 44

FY2020 IL: 140

(2) The number of eligible individuals who will receive services under:

(A) The VR Program;

Hawaii DVR implemented an Order of Selection in FY 2018, starting October 1, 2017, associated with insufficient fiscal and staff resources to fully serve all eligible individuals. DVR lacks sufficient resources to serve additional eligible adults who are identified as eligible and placed in deferred status with DVR. However, due to the Workforce Innovation and Opportunity Act,

(WIOA) and allocated funding for pre-employment transition services for students between 14-21 years of age statewide, DVR is able to continue to provide only pre-employment transition services to students who are eligible or potentially eligible for VR services who began such services prior to being determined eligible and placed in a closed priority category, or “deferred status.”

For FY2019, DVR served 4,734 eligible individuals, inclusive of students (1,318) accessing pre-employment transitional services along with an additional 805 potentially eligible students, between 14-21 years old statewide. DVR estimates its Title I service costs for FY2019 will be \$1,604,675 for non Pre-ETS individuals and \$1,812,441 for Pre-ETS individuals. Estimated Supported Employment service costs will be \$147,941 using FY2019 Title VI Part B funds. DVR estimates Title I administrative costs for FY2019 to be \$9,618,200.

The total estimated costs (services and administrative) in FY2019 for serving 4,734 eligible adults and students, including the additional 805 potentially eligible students between 14 -21 years old statewide in the Title I, VI, and Part B programs, are estimated at \$13,035,316 million. An estimated 73.7% (seventy-three point seven percent) will be administrative costs, and 26.2% (twenty-six point two percent) will be case service costs funded under Title I. An estimated 0.1% (zero-point one percent) will be case service costs funded under Title VI Part B.

The combined available funds in FFY2019 for Title I and Title VI-B are estimated at \$21,176,077 million (FY2019 grant plus adjusted agency actual match, program income, and FY2018 carryover funds). Due to the 15% allocation of Title 1 funds for Pre-ETS services, DVR anticipates a Title I 2019 surplus of \$6,099,123 for non-Pre-ETS client services and \$2,006,980 for Pre-ETS client services.

In FY2020 we estimate serving 5,100 will be \$4,230,600 for non-Pre-ETS and \$2,448,800 for Pre-ETS. DVR estimates that service costs for Title VI Part B in FY2020 will be \$452,059. Estimated administration costs for FY2020 will be \$10,076,949. The total estimated costs (services and administrative) in FY2020 for serving the projected 5,100 eligible adults and students, and potentially eligible students between 14 -21 years old statewide in the Title I and VI, Part B programs are \$17,208,408 million.

The combined available funds in FFY2020 for Title I and Title VI-B are estimated at \$27,326,587 million (FY2020 grant plus adjusted agency actual match, program income, and FY2019 carryover funds). DVR anticipates a Title I 2020 surplus of \$10,253,571. \$1,368,394 reserved for Pre-ETS and \$8,885,176 for non-Pre-ETS. The impact of an MOE penalty associated with FY2017 deficits and state supplemental funding may impact any projected surplus in FY2020.

The annual number of Hawaii residents determined eligible for DVR services and in active open status are as follows:

FY2020: 5,100 with 1,500 potentially eligible students projected

FY2019: 4,734 plus 1318 potentially eligible students

(B) The Supported Employment Program; and

Supported Employment services will be paid using a combination of FY-2019 Supported Employment grant carryover, State funds and DVR's Basic Support Grant. 2019 and 2020 estimated expenditures are projected to at minimum equate to 2018 expenditures, while VR works to build partnerships for braiding funding with the DOH, DOE, and/or DLIR to mitigate deficits and address client needs.

For FY-2019 a total of \$147,941 was spent on SE services.

Clients Served/Projected to be served:

FY 2020: 90 projected

FY 2019: 44 served

DVR estimates that of the 90 eligible individuals projected to be served in 2020, 100% will be receiving supported employment services at a cost of \$452,059 with \$300,000 to be funded under FY2020 Title VI, Part B funds.

(C) each priority category, if under an order of selection.

Most Significantly Disabled

FY 2020: 2,011 individuals as of 12/1/19

FY 2019: 2,602 individuals

FY 2018: 2,567 individuals

Significantly Disabled

FY 2020: 848 individuals as of 12/1/19

FY 2019: 1,301 individuals

FY 2018: 1,238 individuals

Non-Significantly Disabled

FY 2020: 53 individuals as of 12/1/19

FY 2019: 272 individuals

FY 2018: 220 individuals

As of December 2019, there were 765 individuals on DVR's deferred list. 432 individuals are representative of the Most Significantly Disabled Category I, 316 are representative of Significantly Disabled Category II, and 17 are representative of Non-Significantly Disabled Category III.

Projected FY 2020:

Order of Selection Category	Projected to be Served	Projected Rehabilitations	Projected Total Costs
1) Most Significant Disability (MSD)	2,011	140	\$3,619,800
2) Significant Disability (SD)	858	59	\$1,544,400
3) Non-Significant Disability (NSD)	53	5	\$95,400

(3) The number of individuals who are eligible for VR services, but are not receiving such services due to an order of selection; and

765 eligible individuals, with 56% identified as Most Significantly Disabled (432).

(4) The cost of services for the number of individuals estimated to be eligible for services. If under an order of selection, identify the cost of services for each priority category.

Most Significantly Disabled:

- FY-2020: \$3,619,800
- FY-2019: \$3,159,610

Significantly Disabled:

- FY 2020: \$1,544,400
- FY 2019: \$1,573,885

Non-Significantly Disabled:

- FY 2020: \$95,400
- FY 2019: \$414,965

*(l) **State Goals and Priorities.** The designated State unit must:*

(1) Identify if the goals and priorities were jointly developed and agreed to by the State VR agency and the State Rehabilitation Council, if the State has a Council, and jointly agreed to any revisions.

The goals and priorities were agreed to by the State VR agency and the SRC, with jointly agreed upon revisions.

(2) Identify the goals and priorities in carrying out the VR and Supported Employment programs.

Priority 1: To provide Pre-Employment Transition Services (Pre-ETS)

- a. DVR investigated the needs of students with disabilities (16-21) in their 2018 Comprehensive Statewide Needs Assessment (CSNA). It is clear from the interviews and the survey results that students in Hawaii have a need to receive Pre-ETS. Each of the Pre-ETS categories of activities were noted as a need on a recurring basis when discussing the needs of students.
- b. Required Activities

- Job exploration counseling;
 - WBLE, which may include in-school or afterschool opportunities, or experience outside the traditional school setting (including internships), provided in an integrated environment to the maximum extent possible;
 - Counseling on opportunities for enrollment in comprehensive transition or postsecondary educational programs at institutions of higher education;
 - Work place readiness training to develop social and independent living skills; and,
 - Instruction in self-advocacy, which may include peer mentoring.
- c. Target Populations: Students receiving transition services pursuant to IDEA or a student who is an individual with a disability under Section 504 of IDEA and aged 14-21.
 - d. An added agreement is being initiated for the provision of a Summer Youth Employment Program (SYEP) for individuals deemed Potentially Eligible (PE) by DVR with the WDD. A PE student is an individual with a disability in high school or in a post-secondary education training program and is 14-21 years old, has an IEP, 504 plan or a documented disability and has not yet been determined eligible for ineligible for DVR.
 - e. Pre-ETS Goals: DVR, WDD, and DOE strategies for leveraging resources and funding include; DVR working with the core partners to leverage resources and funding for the provision of job exploration counseling and placement and case management services. Specifically, WDD has agreed to leverage resources and funding from other programs (e.g. a Disability Employment Initiative grant) to the maximum extent possible, to provide individualized services such as job coaching, uniforms, transportation to and from work-based learning sites, safety equipment or assistive technology to participating Pre-ETS students. WDD will partner with Adult Education to provide the workplace readiness training to DVR's Pre-ETS students in preparation for successful attainment of the work-based learning skills.

Goal 1.1 Annually increase the percentage of participants who obtain a postsecondary credential or high-school diploma by 1% (subject to special rule).

Goal 1.2 Annually increase the percentage of participants who during a program year achieve a measurable skill gain by 1%.

Goal 1.3 Annually increase the percentage of participants who during a program year participate in WBLE and internships by 1%.

Goal 1.4 Annually increase the number of participants employed a minimum of 90 days (by 1%).

- f. DVR is participating and in support of the AJC's One-Stop Single Sign-On registration system to increase access to the services of DOE's Adult Education, the WDD, and other partners for DVR clients on the deferred list to meet their training and job placement needs using comparable benefits when applicable.

Priority 2: To provide Supported Employment (SE) Services to individuals with most significant disabilities

- a. Finding-1997 c287: *"The legislature finds that the rate of unemployment among individuals with developmental disabilities or other most significant disabilities is high due to the limited employment opportunities available to them. Given that individuals with developmental disabilities or other significant disabilities are capable of filling employment positions in the general workforce population, supported employment is an effective way of integrating such individuals into the*

general workforce population. The creation of supported employment programs can increase the types and availability of employment positions for individuals with developmental disabilities or other most significant disabilities.” (1999 c 178 & 1:1997 c 287& 1.)

- b. SE means employment for individuals with developmental disabilities or other most significant disabilities who require on-going supports, and long- term supports in order to fulfill their job duties successfully and retain competitive integrated employment. Supported employment offers the same competitive and customary wages and benefits as similar non-supported employment positions.
- c. Target Population: Individuals with a most significant disability between the ages of 14-24, regardless of if they are in school or not. These individuals are covered under 504.

SE Goals:

Goal 2.1 Annually increase the percentage of individuals with most significant disabilities who during a program year participate in Work-Based Learning Experiences (WBLE) and internships (by a minimum rate of 1%);

Goal 2.2 Annually increase the number of individuals with most significant disabilities in competitive integrated employment during the fourth quarter after exit (by a minimum rate of 1%)

Goal 2.3 Annually increase the percentage of employers providing customized employment to individuals with most significant disabilities. Customized employment means, in general, competitive integrated employment designed to meet both the specific abilities of the individual with a most significant disability and the business needs of an employer (by a minimum rate of 1%).

Priority 3: To increase employer engagement

Under WIOA, DVR is required to consult with stakeholders and receive public comment on proposed approaches to defining this performance indicator. Based on the consultations, DVR established several potential measures that could be used.

- a. Measure employee retention rates tied to the employment they obtained after receiving WIOA services.
- b. Measure the repeat/retention rates for employers’ use of the core programs.
- c. Measure percent of employers that are using the core program services out of all employers represented in an area or State served by the system.

Employer Engagement Goals: DVR's Statewide Employment Staff Specialist has been engaged in the sector strategies by the Chamber of Commerce of Hawaii and will participate in WDC's Employment Committee. DVR's Employment Specialist will continue to be a resource to employers to provide training and education to employers on the skills and abilities of persons with disabilities, reasonable accommodations, work accommodations including assistive technology to enhance performance outcomes, tax incentives, etc.

Goal 3.1 Annually increase the number of employers who provide opportunities for individuals with disabilities to participate in work-based employment experiences and internships (by 1%).

Goal 3.2 Annually increase the number of employers who provide permanent employment for individuals with disabilities (by 1 %).

Goal 3.3 Annually increase the repeat/retention rates for employers who provide opportunities

for individuals with disabilities to participate in work-based learning experiences and internships leading to permanent employment (by 1%).

Priority 4: To develop common data collection for Unified State Plan

- a. Section 101(a)(23) requires DSUs to assure that the State will submit to the Secretary reports required by Section 101(a)(15) at such time and in such manner as the Secretary may determine to be appropriate. The VR services portion will be submitted with all other components of the Unified or Combined State Plan every four years with modifications submitted every two years.
- b. WIOA describes six primary indicators of performance for core programs at the state and local levels:
 - 1) Percentage of program participants employed during the second quarter after exit will increase annually
 - 2) Percentage of program participants employed during the fourth quarter after exit will increase annually
 - 3) Median earnings of program participants will increase annually
 - 4) Percentage of participants who obtain a postsecondary credential or high school diploma (subject to special rule) will not decrease annually
 - 5) Percentage of participants who during a program year achieve a measurable skill gain will increase annually
 - 6) Effectiveness in serving employers will be measured annually

Data Collection Goals:

Goal 4.1 In collaboration with the core partners, define the parameters for each of the six primary indicators of performance. (2020)

Goal 4.2 In collaboration with the core partners, identify an automated data collection system that collects the data for each of the six primary indicators of performance which is user friendly and affordable. (2020)

Goal 4.3 Upon completion of goals 4.1 and 4.2, update or purchase and install automated data system for information collection. (2020)

Goal 4.4 Train core partner staff on the use of the automated data collection system. (2020)

Ensure that the goals and priorities are based on an analysis of the following areas:

- c. The most recent comprehensive statewide assessment, including any updates; VR's Triennial Comprehensive Statewide Needs Assessment for Program Years 2015-2017 identified needs for the following goals and priorities: Priority 1: To provide Pre-Employment Transition Services; Priority 2: To provide Supported Employment (SE) Services for Youth with most significant disabilities; Priority 3: To increase employer engagement.
- d. The State's performance under the performance accountability measures of Section 116 of the WIOA; and Priority 4: Data Collection Goals. This section is undergoing process improvements as data collection and accuracy are being improved relative to the six Performance Accountability measures, and using technical guidance DVR continues to prepare accurate collection and reporting for measurements in PY20 and PY21.
- e. Other available information on the operation and effectiveness of the VR program, including any reports received from the SRC and findings and recommendations from monitoring activities conducted under section 107. Priorities 1-4 with the respective goals were discussed and agreed upon by the SRC prior to October 1, 2017 when the active Order of Selection was implemented. The Triennial Comprehensive Statewide

Needs Assessment for program years 2015-2017 was shared with the SRC members.

(3) Ensure that the goals and priorities are based on an analysis of the following areas:

The goals and priorities are based on an assessment of the vocational rehabilitation needs of person with disabilities residing in the State of Hawaii. The purpose of the assessment is to provide planners with information pertinent to the allocation of resources, to the development of DVR's Unified State Plan for fiscal years 2020-2023, and to comply with the needs assessment mandate in the Rehabilitation Act of 1973, as amended.

The assessment was jointly conducted by the DVR, the SRC and the Interwork Institute at San Diego State University. The resulting document, The Triennial Comprehensive Statewide Needs Assessment for Program Years 2015-2017 was completed on June 30, 2018 by the staff at the Interwork Institute, San Diego State University.

(A) the most recent comprehensive statewide assessment, including any updates;

The Triennial Comprehensive Statewide Needs Assessment for Program Years 2015 - 2017 was completed on June 30, 2018 by the staff at the Interwork Institute, San Diego State University.

(B) the State's performance under the performance accountability measures of section 116 of WIOA; and

The Performance Accountability Measures that DVR will use are:

- 1) Percentage of program participants employed during the second quarter after exit;
- 2) Percentage of program participants employed during the fourth quarter after exit;
- 3) Median earnings of program participants in the 2nd Quarter after exit from services;
- 4) Percentage of participants who obtain a postsecondary credential or high school diploma (subject to special rule);
- 5) Percentage of participants who during a program year achieve a measurable skill gain;
- 6) Effectiveness in serving employers.

DVR continues to train, monitor, and train personnel on performance accountability measures for accurate reporting. There has been emphasis put on measurable skills gain that leads to recognized credential or employment and supporting documentation.

The Workforce Development Council is currently procuring a Single Sign-On Registration system which will transform the coordination of services between CORE and mandated partner agencies in the State to assist with co-enrollment and streamlining workforce services for applicants. In addition, it is working with its core partners on how co-enrollment and common definitions it is clearly defined and agreeable for all partners in particular, the measure on effectiveness in serving employers of the VR program, including any reports

received from the State Rehabilitation Council and findings and recommendations from monitoring activities conducted under section 107. DVR's Monitoring Report was published on 07/24/2012 with the following findings resolved through December 2018.

(C) *other available information on the operation and effectiveness of the VR program, including any reports received from the State Rehabilitation Council and findings and recommendations from monitoring activities conducted under section 107.*

DVR's RSA monitoring report was published on 07/24/2012 and resolved in December 2018. On April 22, 2019, DVR issued an internal corrective action plan associated with findings from the 2018 State Single Audit Report. On June 24-27, 2019, RSA conducted an onsite monitoring review in key focus areas set forth in the 2019 RSA Monitoring and Technical Assistance Guide (MTAG). The finalized monitoring report has not been published by RSA, however DVR requested technical assistance in data collection associated with Section 116 of WIOA and meets quarterly. In addition, DVR continues its intensive technical assistance with WINTAC on a monthly basis associated with process improvements and development of internal controls for Pre-ETS, SEA/MOU, Common Performance Measures, Supported/Customized Employment, and the AJC IFAs and MOUs.

(m) **Order of Selection.** Describe:

(1) Whether the designated State unit will implement and order of selection. If so, describe:

(A) *The order to be followed in selecting eligible individuals to be provided VR services.*

DVR determined in 2017 that DVR's available and projected resources were not adequate to ensure the provision of the full range of VR services, as appropriate, to all eligible individuals effective October 1, 2017. This was influenced by the funding requirements of the WIOA) and 15% required award spending on restricted Pre-ETS for students to strengthen career exploration skills. Upon approval by the RSA, and after consultation with the SRC, per Hawaii Administrative Rules (HAR) §17-401.1-5, DVR closed Priority Categories 1, 2 and 3 on October 1, 2017.

The DVR Administrator will continue to provide the SRC with quarterly updates on the wait list numbers, staff vacancy numbers and the continued operation of the OOS procedure. The resources of the VR directly impact the quality and effectiveness of the program and believe these updates help to improve VR services.

DVR Policy and Procedure for OOS

HAR §17-401.1-5 states that *"The purpose and intent of the division's order of selection is to provide an organized and equitable system for serving eligible individuals and processing of referrals when the division is unable to serve, on a timely basis, all eligible individuals who have applied for services."* The ability to provide services shall be reviewed every Federal Fiscal Year and if VR services cannot be provided to all eligible individuals who apply for services, the OOS

shall be implemented.

New individuals determined eligible for VR services are being placed on a deferred list until DVR has the available resources to provide the full range of services to eligible individuals. However, services will continue to be provided for all individuals with approved IPEs. Additionally, DVR will continue to serve PE students who began receiving Pre-ETS prior to eligibility determination, and placement in a closed OOS priority category.

In July of 2019, based upon the annual review of the ability to provide services, DVR changed Priority Category 1 to active open OOS, and began to provide IPE planning to a number of eligible individuals in Priority Category 1, with quarterly reviews conducted to determine how many more eligible individuals in deferred status DVR is fiscally able to serve. Priority Categories 2 and 3 remain closed while Category 1 eligible individuals on deferred list are being moved into active status. It is anticipated this will keep Categories 2 and 3 closed through FFY2020.

Description of Priority Categories

HAR §17-401.1-5e defines how individuals who are found eligible for services shall be served under the OOS:

- **Priority Category 1** (Individuals with Most Significant Disabilities) will be served first;
- **Priority Category 2** (Individuals with Significant Disabilities) will be served second; and
- **Priority Category 3** (Individuals with Non-Significant Disabilities) will be served third.

Definitions of Priority Categories:

- **Priority Category 1:** Individuals determined to have a most significant disability (MSD). These are individuals with severe physical or mental impairments that seriously limit two or more functional capacities and who require three or more substantial VR services for an extended period of time.
- **Priority Category 2:** Individuals determined to have a significant disability (SD). These are individuals with severe physical or mental impairments that seriously limit one or more functional capacities and who require multiple VR services over an extended period of time.
- **Priority Category 3:** Individuals determined to have a non-significant disability (NSD). All other VR eligible individuals.

The OOS shall not be based on any other factors, including:

- Any duration of residency requirement, provided the individual is present in the State;
- Type of disability;
- Age, gender, race, color or national origin;
- Source of referral;
- Type of expected employment outcome;
- The need for specific services or anticipated cost of services required by an individual; or

- The income level of an individual or an individual's family.

(B) The justification for the order.

Lack of Fiscal Resources

DVR has been experiencing regular increases in expenditures since federal fiscal year 2015, but had been able to meet planned obligations and expenses. However, by federal fiscal year 2018 (October 1, 2017 to September 30, 2018), DVR liquidated all of the remaining carry-over Title I federal grant funds. Our projected Federal Fiscal Year (FFY) 2018 regular grant funds, matching non-federal funds, and SSA reimbursements totaling approximately \$18,015,595 for VR services including, Pre-ETS 2018 carryover funds, were identified as insufficient to cover the cost of all VR participants individuals receiving services, provide assessment services to all individuals who applied for services, provide services to all individuals determined eligible while meeting all of DVR's program requirements, as we continued to mitigate deficits with un-sustained supplemental funding from the State. In FFY2019/2020 DVR anticipates notification from RSA of an MOE penalty associated with FFY2018 state supplemental funds used to resolve deficits incurred in FFY2017/2018.

- The 2014 WIOA mandated State VR Agencies set aside 15% of VR funds each year (approximately \$2 million) for Pre-ETS for students with disabilities. Prior to WIOA, DVR was spending approximately \$100,000 on transition services for students per annum, so this new fiscal requirement placed an additional burden on expenditures in all other areas of operating the VR Program. The Pre-ETS expenditures are:

FY-2019: estimated \$2,518,056

FY-2018: estimated \$2,014,089

FY-2017: estimated \$2,190,000

FY-2016: \$1,281,208

FY-2015: \$172,643

- Case service expenditures increased \$3,156,490 from FFY-2015 to FFY-2016 from \$6,964,000 to \$10,120,490.
- Since 2014, DVR utilized carryover funds in accordance with federal regulations to reduce this fiscal impact to the rest of VR program services. However, DVR's carryover balance has been reduced each year since FFY-2014.
- At the close of FFY-2017, DVR did not have any carryover funds. As a result, Hawaii was unable to continue to provide the full range of services to all eligible individuals for FFY-2018 and continues to implement an active OOS. It is anticipated that the active OOS will continue into FFY-2022 as an anticipated MOE penalty is resolved (an estimated \$2 million).
- In the implementation of the OOS, DVR will continue to provide services to all individuals who are already receiving services under an approved IPE.

Statewide, 4,235 clients received services in FFY-2018, and the projected costs to provide services for these individuals was approximately \$16,248,979 million in FFY-2018, inclusive of potentially eligible students identified and in receipt of Pre-ETS prior to being assigned to a closed OOS priority category when they applied for VR services. In 2019, under OOS, DVR estimated serving 4,891 clients, inclusive of students, at an estimated annual total cost of \$17,309,764 million.

(C) The service and outcome goals.

In July 2019, there were 794 individuals on the deferred list. DVR moved 6 individuals to active service in July, 50 more individuals were moved monthly off deferred list in August, September and October, and an additional 200 in November-December 2019. DVR anticipates continuing to move individuals in Priority Category 1 from the deferred list and into active services, until Priority Category 1 is completely open and individuals who apply and are found eligible and placed into Priority Category 1 can move to a signed IPE within 90 days of eligibility determination. DVR does not have an estimate for when this goal will be achieved, but DVR hopes to monitor fiscal capacity with existing funding and evaluate data in 2020 to develop an estimated timeframe.

DVR has no plans to open Priority Category 2 or 3 until Category 1 deferred list is resolved, but will continue to monitor our fiscal health quarterly in accordance with HAR §17-401.1-5.

(D) The time within which these goals may be achieved for individuals in each priority category within the order.; and

- **Priority Category 1:** DVR anticipates continuing to provide services to at least 50 individuals per month with quarterly assessments to determine changes to the number in deferred status during FFY2020.
- **Priority Category 2:** Waitlist anticipated for the foreseeable future with no activation expected in 2020.
- **Priority Category 3:** Waitlist anticipated for the foreseeable future with no activation expected in 2020.

(E) How individuals with the most significant disabilities are selected for services before all other individuals with disabilities.

- Individuals applying for services for FY-2020 will be interviewed and their eligibility determined. Eligible individual's names will be placed on a deferred list and when financial resources are available, first priority will be given to individuals determined most significantly disabled in the order of their eligibility determination date, second

priority to those determined significantly disabled, and third priority to those determined non-significantly disabled. Rationale for placement will appear in the individual's case file.

- Everyone placed on a deferred list will be notified in writing of the priority categories, their assignment to a particular priority category classification and any reclassifications due to a change in the individual's circumstances or due to any misclassifications. The individual will also be informed of their right to appeal the category assignment through informal or formal review and of the availability of assistance from the Client Assistance Program.
- Individuals who do not meet the OOS criteria for receiving VR services will be provided:

a. VR information and guidance (which may include counseling and referral for job placement) using appropriate modes of communication to assist them in preparing for, securing, retaining/regaining or advancing in employment.

b. Referral to other appropriate Federal and State programs, including programs carried out by other components of the Statewide Workforce Investment System, best suited to address the specific employment needs of the individual.

All funding arrangements for providing services shall be consistent with the OOS. If any funding arrangements are inconsistent with the OOS, DVR shall renegotiate these funding arrangements so that they are consistent with the OOS.

Staff Training on OOS was completed in April 2017 and reviewed in June 2017. Overview of the training included:

Procedure for processing applications:

- i. Upon receipt of referral, counselor meets with applicant to complete application and inform them about OOS and comparable resources that can assist eligible individuals while on the waitlist.
- ii. Counselor will input data and application date; scan and upload documents in DVR's Aware-Akamai database systems and determine eligibility within 60 days from the date of application.
- iii. After eligibility determinations are made, individuals will be assigned to an OOS priority category based on their functional limitations and need for VR services over an extended period of time.
- iv. Aware-Akamai data base system will un-assign case and put client name on "deferred" list. Notice of Deferred Services letter will be sent to client.

Procedure for putting clients on the deferred list:

- i. For each priority category, clients will be put on the deferred list based upon application date.
- ii. DVR's Staff Services Office will be responsible for maintaining the Aware-Akamai Data Deferred list.

Procedure for taking clients off the deferred list:

- i. VRA/VRAA will determine when to open each category based upon financial availability for the agency to serve additional participants. One priority category will be opened at a time to clear the deferred list

- for that priority category before opening the next priority category.
- ii. Monthly list of deferred individuals will be generated by Aware-Akamai. Each month, based on financial availability VRA/VRAA will determine how many clients will be taken off the deferred list for the recently opened priority category.
- iii. A list will be generated to Branch Administrators and Supervisors to include the names of clients to be taken off the deferred list each month as applicable.
- iv. The Branch Administrator will make sure that the clients are assigned to counselors.
- v. Counselors will complete development of the IPE with client within 90 days from the date the client was taken off the deferred list.

(2) If the designated State unit has elected to serve eligible individuals, regardless of any established order of selection, who require specific services or equipment to maintain employment.

Starting in December 2018, DVR allowed for an exemption to the OOS to serve those eligible individuals with disabilities who require specific VR services in order to maintain employment. These services were to be consistent with the individual's IPE and services would only be provided that would allow the individual those specific VR services or equipment the individual would need to maintain employment, not for other services the individual may need for other purposes.

Throughout 2019, DVR monitored the use of this exemption, and the cost per participant. In July 2019 DVR also started to take eligible individuals off of the delayed services list and place them into active service. Based on all the factors, DVR determined to end the exemption in December 2019.

(n) Goals and Plans for Distribution of title VI Funds.

(1) Specify the State's goals and priorities for funds received under section 603 of the Rehabilitation Act for the provision of supported employment services.

Priority 1: Increase the number of individuals receiving SE Services.

Clients Receiving SE Services by Federal Fiscal Year	
FFY 2020	90 projected
FFY 2019	44 served

DVR is in the process of changing our internal reporting and tracking systems. In FFY2020 we will be establishing a new baseline for statistics such as number of eligible individuals, employment outcomes, and cooperation with partner agencies. When this baseline is established DVR will use the data to set appropriate goals.

(2) Describe the activities to be conducted, with funds reserved pursuant to section 603(d), for youth with the most significant disabilities, including :

(A) the provision of extended services for a period not to exceed 4 years; and

DVR contracts with CRPs to provide supported/extended employment services to youth with Most Significant Disabilities who have been unable to maintain competitive employment. CRPs are available in all counties.

VR and Supported Employment Services are provided in a related service and Milestone format. The related services and Milestones are:

- i. Pre-Referral: DVR and the CRP collaboratively meet with the VR participant and provide information about the services, options and supports to ensure that all individuals are able to provide informed choice. The pre-referral process also ensures that potential long-term support providers, family members, and the VR participant better understand the timeline and responsibilities of all parties involved.
- ii. Work Strategy Assessment and Job Readiness Training - Assess each client's level of employment readiness via its Measurement for Employment Readiness. 2. Job Placement Plan - Collaboratively create a job placement plan to ensure client satisfaction with his/her job goal and services. SE Clients will have access to Job Empowerment Training (JET), a classroom-based job readiness course. JET is designed to address the various barriers to employment and to teach the basic skills to find, gain, and maintain employment. As an alternative to JET VR and CRP counselors can work individually with the SE Client to provide the needed skills and information.
- iii. Development of Job Placement Plan, Extended Support Service Provider Planning. The job placement plan is created collaboratively with the input of the SE Client, the CRP, the VRS and the rest of the SE support team based on the results of the Work Strategy Assessment. At this time, with the SE Client's informed consent, the CRP will begin to coordinate and communicate with the long-term support providers. Ideally these long-term support providers will be available to participate in the creation of the job placement plan. This is the beginning of job development using both an employee-focused model and a business responsive model to ensure that placements are a good fit both for the SE Client and for the employer. Services are provided to assist SE Clients in their job search, interview skills, networking, completing and submitting application, creation of a resume, and interview preparation.
- iv. Job Placement and 15 Clock Hours of Work Performed. Utilizing appropriate techniques from the job placement plan the SE Client is placed into an appropriate job that is consistent with their IPE goal and informed choice. Services are available, but only provided if required, to assist with onboarding, new hire paperwork, orientation, trainings, understanding pay and benefits, opening a bank account and acting as a liaison between the SE Client and the employer. After 15 clock hours of work performed

successfully, the SE Client is documented to have been successfully hired and DVR has the opportunity to ensure that the job is consistent with the individual's IPE, strengths, resources, priorities, abilities, interests and informed choice.

- v. SE Maintenance. The SE Client continues to receive support, including Job Coaching, until they have reached a 50/50 level of support. At this point the entire SE team meets again to review the job placement plan and specifically begin discussions of transition to the long-term support providers. Updates to the job placement plan are made if needed.
- vi. Successful Employment. When the individual reaches an 80/20 level of support there is a final meeting to ensure that: the SE Client is satisfied with their employment, the employer is satisfied with their performance and knows who to contact for support if needed, the extended support provider is capable and responsible for long-term employment follow up, the VRS is ready to provide 90-day job follow up, and the entire SE team agrees that the SE case can be closed.

Additional services include SE Retention and Ongoing Supports - Assist in retaining competitive employment in the community via job coaching and regular follow-up. Though purely based on need, most SE clients will receive 100% Job Coaching at first, then will taper off to less than 50% with the goal of final independence. In addition, DVR partners with Developmental Disabilities Division case managers and Ticket to Work ENs to provide extended services to sustain employment.

(B) how the State will leverage other public and private funds to increase resources for extended services and expanded supported employment opportunities for youth with the most significant disabilities.

Currently, DVR contracts with six (6) Community Resource Providers (CRPs) to provide Supportive Employment (SE) services statewide for a period of two (2) years. There is at least one CRP located on each of the 4 major islands. We anticipated that extended services for a period not to exceed 4 years will increase our SE costs and therefore have added VR Basic Support funds to the contracts.

Hawaii receives \$300,000.00 per year for SE services. WIOA requires that 50% of our grant with a 10% state match be reserved for SE services for youth. Our requirement is that we need to expend a minimum of \$16,676.00 of SE services for youth. Historically we spend approximately 50% of our SE funds for youth and 50% of our SE funds for clients other than youth.

Supported Employment services will be paid using a combination of FFY2019 Supported Employment grant carryover, State funds and DVR's Basic Support Grant. 2019 and 2020 estimated expenditures are projected to at minimum equate to 2018 expenditures, while VR works to build partnerships for 8 braiding funding with the Department of Health, Department of Education, and/or Department of Labor and Industrial Relations to mitigate

deficits and address client needs.

For FY 2019 a total of \$147,941 was spent on SE services.

Clients Served/Projected to be served:

FY 2020: 90 projected

FY 2019: 44 served

FY 2018: 223 served

DVR estimates that of the 90 eligible individuals projected to be served in 2020, 100% will be receiving supported employment services at a cost of \$452,059 with \$300,000 to be funded under FY2020 Title VI, Part B funds.

*(o) **State's Strategies.** Describe the required strategies and how the agency will use these strategies to achieve its goals and priorities, support innovation and expansion activities, and overcome any barriers to accessing the VR and the Supported Employment programs (See sections 101(a)(15)(D) and (18)(B) of the Rehabilitation Act and section 427 of the General Education Provisions Act (GEPA)):*

(1) The methods to be used to expand and improve services to individuals with disabilities.

- Increase support services in post-secondary settings thereby increasing graduation rates.
- Increase Pre-ETS to better prepare transitioning students with disabilities for engagement into the workforce.
- Support the provision of summer youth employment for transitioning high school students as well as those in post-secondary training.
- Reinforce the relationship with the State agency providing services to those individuals with mental health issues for referrals and supportive services .
- Provide transitional employment opportunities to build transferrable and strengthen social work skills.
- Provide paid and unpaid work experiences to strengthen work readiness skills.
- Strengthen and expand on employment opportunities within State governments through direct placement and Selective Placement activities.
- Strengthen and expand on employment opportunities within the Federal Government through direct placement and Schedule A opportunities.
- Build a customized workforce to fill employment gaps/needs within Government through analysis and by way of cooperative agreements.
- Increase and support professional development with VR staff to do effective Labor Market Analysis to project employment trends and subsequent career opportunities and job goals that are realistic and well planned. Analysis will be with real-time, comprehensive data programs.

(2) How a broad range of assistive technology services and devices will be

provided to individuals with disabilities at each stage of the rehabilitation process and on a statewide basis.

- DVR's largest statewide contract with independent services provider is for the assessment and provision of assistive technology and devices.
- The HAR governing VR services includes in the definition of assistive technology, the evaluation, purchasing, leasing and provision of rehabilitation technology services, including devices at the various stages of the VR process. (§17-401.1-2).

(3) The outreach procedures that will be used to identify and serve individuals with disabilities who are minorities, including those with the most significant disabilities, as well as those who have been unserved or underserved by the VR program.

- Perform targeted outreach to the Native Hawaiian and Micronesian populations in Hawaii. Contact community programs serving these populations and meeting potential consumers in their communities.
- DVR staff will work with the families using an Ohana Nui approach with these individuals engaged in services to ensure there are support systems in place for these individuals to obtain and retain competitive integrated employment.
- DVR will partner with Adult Education to do outreach to youth with disabilities for the goal for preparing an educated and skilled workforce.
- DVR will partner with WDD to do outreach to the Veteran community in Hawaii to increase services to this population.
- DVR will coordinate services with the Comprehensive Service Center for Deaf, Hard of Hearing and Deaf-Blind for the provision of VR and other related employment services.
- DVR will continue to identify resources for mental health services and substance abuse treatment to increase the likelihood of clients obtaining and retaining employment with vocational rehabilitation services.

(4) The methods to be used to improve and expand VR services for students with disabilities, including the coordination of services designed to facilitate the transition of such students from

school to postsecondary life (including the receipt of VR services, postsecondary education, employment, and pre-employment transition services).

DVR has designated one VRS counselor to be assigned to each secondary school (instead of one VRS counselor covering a school district), to develop and nurture the partnership with each school to maximize the impact of Pre-ETS and transition services. These VRS counselors are designated liaisons to assigned High Schools and serve rural areas, deaf students, and blind or visually impaired students. They have a mixed caseload of students, youth and adults with disabilities. The VRS counselor has a presence at their designated schools, and provide the schools, students and their families with an overview of DVR's goals and mission, eligibility criteria for VR services, scope of services, and rights and remedies. VRS counselors receive direct referrals of students with disabilities from the school, at any time during the school year. They provide consultation and technical assistance to schools during their visits, and during IEP meetings for students who were found eligible.

When a student is found eligible for VR services, the VRS counselor will attend IEP meetings, at the request of the student and DOE when possible. If VRS is unable to attend the IEP meeting, the transition counselor provides VR information to the student. The VRS counselor will review the student's IPE and allow for amendments at the request of an IEP team. Transition counselors provide introduction and guidance to post school alternatives, and planning and coordination for work experiences in a work based setting to improve employment outcomes. VRS provide counseling in job exploration and transition or post-secondary training and education. Service providers (e.g. CRPs, public sector agencies) are contracted for workplace readiness training, Work-Based Learning Experience (WBLE), and instruction in self-advocacy.

DVR continues a long-standing collaboration with the Department of Education to deliver the SE-VR Work Study Program. SE-VR is a WBLE designed to deliver three inter-related components: classroom experience, in-school work experiences and community work experience. The DOE classroom experience is designed with a workplace readiness component. DOE in-school experience is designed to continue work place readiness training with hands-on experience at the DOE school. Finally, community work experience is designed to provide WBLE in the community. DVR has implemented a Summer Youth Program to provide WBLE in State, City and County, Federal and private sector competitive integrated work settings.

(5) If applicable, plans for establishing, developing, or improving community rehabilitation programs within the State.

DVR does not have any plans for establishing, developing, or improving CRPs within the state at this time.

- **Strategies to improve the performance of the State with respect to the performance accountability measures under section 116 of WIOA.**
 - A. Strategies for increasing percentage of program participants employed during the second and fourth quarter after exit:
 - i. Increase support services in post-secondary settings thereby increasing graduation rate.
 - ii. Increase Pre-Employment Transitions Services (Pre-ETS) to better prepare transitioning students with disabilities into the workforce.
 - iii. Support the provision of summer youth employment for transitioning high school students as well as those in post-secondary training.
 - iv. Redevelop the relationship with the State agency providing services to those individuals with mental health issues.
 - v. Temporary employment opportunities.
 - vi. Paid and Unpaid Work Experience.
 - B. Strategies to increase the median earning of program participants:
 - i. Assist in the development of Career Pathways based upon Hawaii's labor market for individuals interested in post-secondary education or direct job placement or both.
 - ii. Identify Career Pathways and job opportunities that are specific to each county.
 - iii. Identify strategies to increase the capacity of SSA beneficiaries to move toward self-sufficiency through work, include educational supports for the participant's family to reinforce transitions to work, and encourage high expectations for the individual regarding work rather than dependency on SSI benefits. High expectations have been proven to have a positive effect on outcomes and earnings for beneficiaries.
 - C. Strategies to increase the percentage of participants who obtain a post-secondary credential or high school or diploma (subject to the special rule):
 - i. Strengthening vocational assessment practices as the foundation for more comprehensive services which meet customer needs, identify and address barriers to employment, and maximize outcomes.
 - ii. Identify a network of participants that have been successfully rehabilitated as mentors. These mentors can provide inspiration and advice to people on how to be successful in post-secondary education and work. They can model and reinforce high expectations.
 - D. Strategies to increase the percentage of participants who during a program year achieve a measurable skill gain:
 - i. Create career pathways; channels of opportunities from pre-employment training to competitive employment outcomes.
 - ii. Identify and support apprenticeship programs, internships, transitional employment that are stepping stones on the career ladder for students, youth and adults with disabilities.

- Strategies to cultivate VR's effectiveness in serving employers: Developing successful partnerships with local and multi-state businesses to increase the employment of individuals with disabilities and self-employment. services to include, but not be limited to:
 - A. Train employers on compliance with Title I of the ADA of 1990 and other employment-related laws.
 - B. Inform employers of the existence of the program resources and availability of services.
 - C. Educate and provide services to employers who have hired or are interested in hiring individuals with disabilities.
 - D. Provide training and technical assistance to employers regarding disability awareness.
 - E. Work with employers to provide opportunities for WBLE and opportunities for Pre-ETS.
 - F. Train employees who are individuals with disabilities.
- **Strategies for assisting other components of the statewide workforce development system in assisting individuals with disabilities.**

Improve Employment Outcomes for Individuals with Disabilities by:

- A. Strengthening vocational assessment practices as the foundation for more comprehensive services which meet individual needs, identify and address barriers to employment, and maximize employment outcomes.
- B. Incentivize timely service delivery by implementing new performance measures for VR counselors which ensure that a higher rate of eligibility determination will be completed within 60 days of individuals' application dates and higher rates of development of Individual Plans for Employment (IPEs) within 90 days of eligibility determination dates.
- C. Provide high-quality training and support, ensuring staff have the knowledge and skills needed to deliver high-quality VR services.
- D. Through statewide case file reviews, build an organizational culture of quality to strengthen substantial counseling and guidance.
- E. Conduct outreach to key populations, including students with disabilities, to ensure that all individuals with disabilities have access to services and supports needed to prepare for and obtain employment.
- F. Increase business engagement to improve employment for individuals with disabilities.
- G. Strengthen cross-system collaboration with WIOA core programs.
 - i. Reinforce DVR's role in the workforce development system.
 - ii. Contribute values, expertise, and strengths as a core program to maximize outcomes for individuals with disabilities.
 - iii. Work with partners, at front-line and state levels, to ensure the workforce development system is accessible and provides beneficial services for all individuals with disabilities.
 - iv. Lead cross-program staff training in areas such as accessibility, disability culture and awareness, and VR services.
 - v. Ensure eligible individuals get optimal benefit from the workforce

development system by educating customers about other workforce development programs.

- vi. Maximize data systems and management reports to strengthen new WIOA partnerships and data driven decision making.

(6) Strategies to improve the performance of the State with respect to the performance accountability measures under section 116 of WIOA.

- A. Develop and improve CRPs in Hawaii:
 - i. Piloting programs and services to serve the neighbor islands, and rural areas of Oahu.
 - ii. Partner with WDD and Adult Education, for agency staff to work with DVR and share information and resources, provide cross-training, and strategize ways to increase training and placement opportunities for individuals with disabilities statewide.
- B. Youth and Students with Disabilities:
 - i. Transform service provision to focus on employment. Promote work as an expectation for students and youth with disabilities, informing their families, and stakeholders.
- C. Develop programs which include:
 - i. career exploration;
 - ii. soft skills training in communication, self-awareness, accountability, and respect for oneself; and
 - iii. training on issues such as communication with coworkers, unhelpful thinking patterns, motivation for work, and encourages peer support to work through personal barriers that may prevent youth and students from maintaining work.
- D. Promote strategies to prepare for, obtain and maintain competitive, integrated employment such as:
 - i. iCan: Preparatory classes for youth and students for college and careers that represent credentials associated with high-school graduation; and
 - ii. Project Search: Unique High School Transition Program that is employer based for one year of school-to-work programs.
- E. Promote strategies to participate in work experience and post-secondary educational experience partnering with the State WDD and the Honolulu, Maui, Kauai and Hawaii Counties. The Summer Youth Employment Program is a program that provides paid WBLE, internships, and employment for students and youth.
- F. Request technical assistance from WINTAC in Pre-ETS.
- G. Ensure that the eligibility for a transition-aged youth is determined within 60 days from the date of application and the IPE is developed within 90 days from the date of eligibility determination to prevent

delays in service provision and compliance.

- H. Ensure that 504 students are aware of DVR services and that DVR are conducting targeted outreach to these students in addition to those served by Special Education.

Individuals with Disabilities from Different Ethnic Groups, including individuals who have been Unserved or Underserved by the VR Program:

- I. Perform targeted outreach to the Native Hawaiian and Micronesian populations in Hawaii. Contact community programs serving these populations and meeting potential consumers in their communities.
- J. DVR will partner with Adult Education to do outreach to youth with disabilities for the goal of preparing an educated and skilled workforce.
- K. DVR will partner with WDD to do outreach to the Veteran community in Hawaii to increase services to this population.
- L. DVR will coordinate services with the Comprehensive Service Center for Deaf, Hard of Hearing and Deaf-Blind for the provision of VR and other related employment services.

Most Significant Disabilities, and Supported Employment:

- M. Provide regular training to staff on SE and how the model can be used for populations other than just individuals with intellectual or other developmental disabilities. This is especially important with the passage of WIOA as DVR can be the source of extended services for up to four years for youth in need of SE.
- N. Ensure consumers have access to self-advocacy training.
- O. Provide benefits planning resources for all DVR consumers that are also SSA beneficiaries. VRS and community partners will ensure that they are discussing the full range of options for work with these individuals, including striving towards self-sufficiency through work.
- P. Complete agreement between DDD and DVR regarding the provision of support in post-secondary training that may provide the momentum for the more robust MOA to be developed.
- Q. Establish working agreement between DVR and Adult Mental Health Division (AMHD) for clients involved in the clubhouse programs through AMHD and development of transitional employment opportunities for persons with significant mental health barriers. This was a program that had moderate success in the past and is hoped to achieve in greater success as the two agencies reignite the relationship.

Business Services and Relations:

- R. Provide disability sensitivity training to employers throughout Hawaii that helps businesses understand disability and increases their comfort level in working with employees with disabilities. Customize the curriculum to address the needs of their company.
- S. Provide training to employers on disability law and the responsibilities of employers under the ADA, the WIOA, and any other applicable laws. Providing this kind of educational activity for employers establishes DVR as an employer resource and can increase the likelihood that

- employers will recruit DVR consumers when they have job openings.
- T. Support the sustainability of Disability In Networks for Hawaii, Honolulu, Kauai and Maui Counties.
 - U. Increase work experience opportunities customized to meet the needs of the employers and to increase the pool of qualified applicants for permanent employment.
 - V. Annual employment recognition for people with disabilities at the State Capitol.
 - W. Invest in marketing materials aimed at re-branding the service provision of DVR to be an Employment First agency for people with disabilities
 - X. Work cooperatively with WDD to outreach to businesses as partners in training and placement.

(7) Strategies for assisting other components of the statewide workforce development system in assisting individuals with disabilities.

Funds are allocated for the operation of the Statewide Independent Living Council (SILC) to meet the goals and objectives set forth in the State Plan for Independent Living (SPIL). The mission of the SILC of Hawaii is to promote independent living and the integration of persons with disabilities into the community, and aid individuals in achieving their goals and basic human rights. The SILC works collaboratively with DVR in strategic planning and development of the SPIL required in Section 704 of the Rehabilitation Act as amended. In previous years under Innovation & Expansion support, SILC monitored, reviewed and evaluated the implementation of the SPIL by connecting with Centers for Independent Living (CIL) providers, the community, and the designated state entity (DVR). SILC also facilitated a minimum of four quarterly meetings and public forums to discuss the needs of Hawaii communities pertaining to Independent Living Services. SILC is expected to continue business as usual with additional focus on its responsibilities to the community. The SILC's responsibilities will include advocacy and policy change regarding issues affecting people with disabilities on both the state and national level. The addition of transition as a new core service, transition for youth out of high school and education about independent living, the SILC and CILs may plan workshops educating about advocacy, rights and responsibilities that individuals have affecting each person's independent living knowledge and experience in their community. Innovation & Expansion funds are also allocated for the operation of the SRC. The SRC is established in Section 105 of the Rehabilitation Act of 1973, as amended (Act), and 34 CFR §361.16-361.17 of its implementing regulations. The SRC is an active partner in the developmental process of DVR policies and procedures. SRC effectively communicates with other entities on behalf of individuals with disabilities works in partnership with the VR agency/unit and other councils such as SILC.

(8) How the agency's strategies will be used to:

- (A) *achieve goals and priorities by the State, consistent with the comprehensive needs assessment;*
- (B) *support innovation and expansion activities; and*
- (C) *overcome identified barriers relating to equitable access to and participation of individuals with disabilities in the State VR Services Program and the State Supported Employment Services Program.*

The methods to be used to expand and improve services to individuals with disabilities.

- A. Increase support services in post-secondary settings thereby increasing graduation rates.
- B. Increase Pre-ETS to better prepare transitioning students with disabilities for the workforce.
- C. Support the provision of summer youth employment for transitioning high school students as well as those in post-secondary training (age 16-24).
- D. Reinforce the relationship with the State agency providing services to those individuals with mental health issues.
- E. Expand temporary employment opportunities.
- F. Provide paid and unpaid work experiences.
- G. Conduct outreach to individuals with disabilities from rural areas, Native Hawaiians, Micronesians and Deaf-Blind individuals to provide VR services.
- H. Implement customized employment strategies, continue benefits planning services for ticket holders receiving social security benefits, and develop MOAs with Employer Networks to increase our focus on the provision of SE services.

*(p) **Evaluation and Reports of Progress: VR and Supported Employment Goals.** Describe:*

(1) An evaluation of the extent to which the VR program goals described in the approved VR services portion of the Unified or Combined State Plan for the most recently completed program year were achieved. The evaluation must:

- (A) Identify the strategies that contributed to the achievement of the goals.*

Priority 1: Assist eligible individuals in reaching their full potential by providing quality VR Services

Goal 1: To increase the number of employment outcomes by 1 or more.

Goal 2: To increase the average hours worked per week by 1 or more.

Goal 3: To increase the average hourly wage for participants successfully employed for a minimum of 90 days.

Goal 4: Meet or exceed the negotiated levels of performance measures in accordance to Section 116 of WIOA as referenced in DVR's Appendix 1 Performance Goals of Vocational Rehabilitation Program.

DVR continues to focus on increasing employment outcome and average hours worked per week to meet workforce parity for person with disabilities. In addition, DVR continues focusing on careers (quality of outcomes); not only on quantity of outcomes and the result is a continued increase in the average hourly wage each year for gainfully employed individuals with disabilities. Negotiated levels of performance is imminent with technical assistance from RSA and WINTAC with DVR focusing on accurate data capturing with supporting documentation for measures outlined in Appendix 1.

(B) Describe the factors that impeded the achievement of the goals and priorities.

Priority 1: Assist eligible individuals in reaching their full potential by providing quality VR Services

Goal 1: To increase the number of employment outcomes by 1% or more.

- FY-2019 214 rehabilitations, (with 1,800 of participants employed per UI data reviewed, representing \$15 million in earnings for the year, and a conservative estimate of tax revenue to the State of \$1.3 million)
- FY-2018 241 rehabilitations

Goal 2: To increase the average hours worked per week by 1 or more.

- FY - 2019 on average participants worked 28.69 hours per week
- FY- 2018 on average participants worked 29.5 hours per week

Goal 3: To increase the average hourly wage for participants successfully employed for a minimum of 90 days.

- FY - 2019 on average participants worked \$16.33
- FY- 2018 on average participants worked \$ 15.94

Goal 4: Meet or exceed the negotiated levels of performance measures in accordance to Section 116 of WIOA as referenced in DVR's Appendix 1 referred to as Performance Goals of Vocational Rehabilitation Program

The factors that impeded the achievement of the goals and priorities include persisting unemployment and underemployment rates of persons with disabilities in Hawaii around 34-39%. Also reported in the 2018 Bureau of Labor Statistics, among workers with a disability, 34% usually work part-time, as compared to 18% of those workers without a disability. DVR identified a decline in the number of hours participants worked, but could not determine the exact reasons for this decline and continues to review data to more effectively serve our community. The declining number of hours worked per week may be associated with a drop in the unemployment rate. When employers are sufficiently staffed, "extra" work hours are limited, especially for part time workers.

(2) An evaluation of the extent to which the Supported Employment program goals described in the Supported Employment Supplement for the most recent program year were achieved. The evaluation must:

(A) Identify the strategies that contributed to the achievement of the goals.

Goal 1: Increase number of clients receiving SE services.

From FFY 2018 223 to FFY 2019 44 DVR increased the number of individuals receiving SE

services from 44 to 90 in 2020.

Goal 2: Establish baseline data for number of clients eligible for SE Services, percentage of youth who participant in work-based learning experiences and internships, number of youth employed including the 4th quarter after case closure, and number of youth referred to the Developmental Disabilities Division (DDD) of the Department of Health (DOH).

DVR recently signed a data sharing agreement with DLIR to begin to gather employment data, and the agreement with DDD is expected to be signed in FFY 2020. Therefore in FFY 2020 we expect to have this baseline data.

The most important strategy supporting success has been the increased partnership and cooperation between DVR and other federal and state agencies. In particular the DDD agreement will not only be for sharing data and ensuring long-term supports but will include a joint pilot program for customized employment expanding the range of employment opportunities available to individuals eligible for SE services. Other examples include the expected signing in 2020 of the Executive Order to establish a Hawaii Employment First Taskforce to increase the number of persons with disabilities employed in the State of Hawaii. DVR also coordinated with the WINTAC and our 4 CRPs that provide SE services to determine best practices within the state and continue to train DVR counselors statewide on those best practices.

(B) Describe the factors that impeded the achievement of the goals and priorities.

Identification of long-term supports has been a recurring challenge for Hawaii, in particular rural areas. Over half of the state's population lives on Oahu and because we are an island state, transportation and ability to use that population center to support the rural areas simply doesn't exist. This has meant that DVR has more individuals eligible for SE services than were receiving those services, but we continue to address strategies identified in section A above to resolve this barrier.

In FFY 2019 and 2020 DVR identified issues with the coding of services in Aware-Aware-Akamai that distorted our data and reports. This presented challenges in forecasting accurately as well as tracking services in the correct categories.

(3) The VR program's performance on the performance accountability indicators under section 116 of WIOA.

Goal 1: To increase the number of employment outcomes by 1% or more

- FY-2019 214 rehabilitations
- FY-2018 241 rehabilitations

Goal 2: To increase the average hours worked per week by 1 or more.

- FY - 2019 on average participants worked 28.69 hours per week
- FY- 2018 on averag participants worked 29.5 hours per week

Goal 3: To increase the average hourly wage for participants successfully employed for a minimum of 90 days.

- FY - 2019 on average participants worked \$16.33
- FY- 2018 on average participants worked \$ 15.94

Goal 4: Meet or exceed the negotiated levels of performance measures in accordance to Section 116 of WIOA as referenced in DVR's Appendix 1 referred to as Performance Goals of Vocational Rehabilitation Program

(4) How the funds reserved for innovation and expansion (I&E) activities were utilized.

Funds are allocated for the operation of the SILC to meet the goals and objectives set forth in the SPIL. The mission of the Statewide Independent Living Council of Hawaii is to promote independent living and the integration of persons with disabilities into the community, and to aid individuals in achieving their goals and basic human rights. The SILC works collaboratively with the DVR in strategic planning and development of the SPIL required in section 704 of the Rehabilitation Act as amended. SILC monitors, reviews and evaluates the implementation of the approved SPIL by connecting with the Centers for Independent Living and other independent living providers. The SILC provides all services set forth in a contract agreement with DVR, indicated in the Scope of Services and Executive Order 11, State of Hawaii.

SILC coordinates activities with the SRC established under section 105 of the Rehabilitation Act, as amended, and with other councils that address the needs of specific disability populations and issues under other Federal Law.

The SRC is established in Section 105 of the Rehabilitation Act of 1973, as amended, and 34 CFR §361.16-361.17 of its implementing regulations. The SRC carries out its purpose by reviewing, analyzing and advising DVR regarding performance that affects the ability of consumers to achieve employment outcomes. The SRC also assists in developing and reviewing State goals and priorities in the VR program, assists with preparation of the VR State plan and amendments, and preparation and submittal of VR annual report to the Governor and Commissioner of the RSA. The SRC coordinates its activities with the activities of other disability related councils within the State.

(q) **Quality, Scope, and Extent of Supported Employment Services.** Include the following:

- (1) The quality, scope, and extent of supported employment services to be provided to individuals with the most significant disabilities, including youth with the most significant disabilities.
- (2) The timing of transition to extended services.

1. The quality, scope, and extent of supported employment services to be provided to individuals with the most significant disabilities, including youth with the most significant disabilities.

Supported Employment services are provided to eligible VR participants through Community Service Providers statewide. The extent of services provided are identified in the Scope of Services in each Supported Employment contract. Contractors are compensated on a Milestone

payment structure. Each milestone completed must be to the satisfaction of DVR, Participant, and other team members including the identified Long Term Support.

Scope of Services Summary for Supported Employment

Milestone #1: Work Strategy Assessment

The SE Provider shall develop a written Work Strategy Assessment that includes:

- An in-person intake that reviews functional limitations, legal issues, transportation needs, and interests related to employment.
- Behavioral, motivational, and areas of interest as they relate to employment.
Job seeking skills
- Life skills assessment, general work behaviors (social, communication, interpersonal, time management skills) in all settings and as they relate to employment.
- Abilities and aptitudes
- Recommendations

Assessment Areas:

1. Work Site or Situational Work Assessment

At minimum, assess ability to show up on time, follow instructions, and complete job duties at the worksite to test work readiness skills related to the type of job they are interest in. Assess time management and interviewing skills. Observation of social and interpersonal skills.

2. Independent Living Skills Assessment

At minimum, assess hygiene, dress (appropriate work clothes), and access to transportation and system of support.

3. Technical/Computer Skills Assessment

At minimum, assess computer skills as related to employment to include level of reading and writing skills. Activities could include online job search, completing an online application. Assess technical skills as related to the type of job they are interested in.

This Milestone is achieved when the SE Provider submits a completed Work Strategy Assessment.

Milestone #2: Development of a Job Placement Plan and Provision of SE Services

The SE Team shall meet to review the Work Strategy Assessment and collaborate in the development of the Job Placement Plan. At minimum, the Job Placement Plan shall include:

- Identification of the Vocational Goal
- Target Wage/Salary
- Target Hours Desired per Week
- Job Seeking/Employment Skills Training and Activities
- Independent Living Skills Training and Activities
- Technical/Computer Skills Training and Activities
- Job Placement Activities • Job Maintenance Activities to include tasks required to achieve job stability • Transition Activities from SE Provider to Extended Support Service Provider
- Due Dates/Estimated Time frames for each task • Names of people who are responsible for completing those tasks.

This milestone is achieved when the SE Team has completed the Job Placement Plan. The SE Provider executes of the plan and begins provision of SE services.

Milestone #3: Job Placement and 15 Clock Hours of Work Performed

This milestone is achieved when the VR Counselor receives written documentation (Job Placement Notification Form) that the consumer has been hired, has completed at least 15 clock hours of work, and

the VR Counselor determines that the job is consistent with the consumer's unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.

SE Providers are not allowed to provide placement within their facility without prior approval from the SE Team.

A Job Placement Notification form shall include:

- SE Client Name • Employer Information – Employer, Address, Phone Number, etc.
- Employment Information – Start Date, Job Title, Rate of Pay, Hours Worked per week, etc.
- Estimated Number of Job Coaching Hours per Week
- Employer Satisfaction and Comments • SE Consumer Satisfaction and Comments

Supported Employment Job Coaching

The SE Provider will provide Job Coaching services until the SE Client has:

- Reached an 80/20 Level of Support, or
- Received SE Services for 24 months from time of placement, or
- Received SE Services for four (4) years from time of placement if the SE consumer meets the definition of a Youth with a Disability.

A written progress report on the SE Consumer shall be submitted monthly to the VR Counselor providing information on the SE Consumer's employment. These reports shall include payroll information (hours worked, wages earned, benefits received, if any), feedback from the employer, feedback from the SE Consumer, and job coaches observations and comments. Reports shall also include monthly job coaching hours provided, cumulative job coaching hours provided, and a projected timeline of job coaching service needs.

The SE Team shall meet once every three months during the job coaching/stability phase to assess and update the Job Placement Plan.

Milestone #4: Supported Employment Maintenance

When the SE Consumer has reached a 50/50 Level of Support, the SE Team shall meet to review the Job Placement Plan's transition from the SE Provider's Job Coach to the Extended Support Service Provider. This Milestone is achieved when the Job Placement Plan has been reviewed and updated and upon completion of the SE Team meeting.

Transitional Employment Services

When the SE Consumer has reached and 80/20 level of support, the CRP will transition Job Coaching Services to the Extended Service Provider. The CRP has up to 20 hours to transition all

Job Coaching duties. Fees for the Transitional Employment Services are the same as Job Coaching.

Milestone #5 – Successful Employment Fee

The SE Team shall meet and agree that:

- The SE Consumer is satisfied with their employment,
- The employer is satisfied with the SE Consumer's job performance and knows who to contact for support, as needed,
- The Extended Support Service Provider is capable and responsible for the long-term employment follow up,
- The VR Counselor will provide the subsequent 90-day job follow up, and
- The SE Team agrees that the SE Provider can successfully close the SE Consumer's case.

2. The timing of transition to extended services.

The transition to extended service begins after all supported employment services are completed.

Extended services are ongoing support services and other appropriate services that are needed to support and maintain an individual with a most significant disability, including a youth with a most significant disability in Supported Employment. It allows additional time to receive services and supports necessary after the individual has obtained a placement in competitive integrated employment or working on a short term basis towards competitive integrated employment. It is organized and based on need specified in the Individualized Plan for Employment; and provided by a State agency, a private nonprofit organization, employer, or any other appropriate resource after an individual has made the transition from support from DVR. The time frame for the provision of Supported Employment services is no longer than 24 months, unless under special circumstances, the eligible individual and VR Specialist have jointly agreed to extend the time to achieve the employment outcome identified in the Individualized Plan for Employment. For youth with most significant disabilities, extended services under supported employment cannot exceed four years, or until such time that a youth reaches the age of 25, whichever occurs first, thereby no longer meeting the definition of a "youth with a disability".

VOCATIONAL REHABILITATION CERTIFICATIONS AND ASSURANCES CERTIFICATIONS

States must provide written and signed certifications that:	
1.	The (enter the name of designated State agency or designated State unit, as appropriate,) is authorized to submit the VR services portion of the Unified or Combined State Plan under title I of the Rehabilitation Act of 1973 (Rehabilitation Act), as amended by WIOA, ¹⁴ and its supplement under title VI of the Rehabilitation Act ¹⁵ ;
2.	As a condition for the receipt of Federal funds under title I of the Rehabilitation Act for the provision of VR services, the (enter the name of designated State agency) ¹⁶ agrees to operate and administer the State VR Services Program in accordance with the VR services portion of the Unified or Combined State Plan ¹⁷ , the Rehabilitation Act, and all applicable regulations ¹⁸ , policies, and procedures established by the Secretary of Education. Funds made available under section 111 of the Rehabilitation Act are used solely for the provision of VR services and the administration of the VR services portion of the Unified or Combined State Plan;
3.	As a condition for the receipt of Federal funds under title VI of the Rehabilitation Act for supported employment services, the designated State agency agrees to operate and administer the State Supported Employment Services Program in accordance with the supplement to the VR services portion of the Unified or Combined State Plan ¹⁹ , the Rehabilitation Act, and all applicable regulations ²⁰ , policies, and procedures established by the Secretary of Education. Funds made available under title VI are used solely for the provision of supported employment services and the administration of the supplement to the VR services portion of the Unified or Combined State Plan;
4.	The designated State agency and/or the designated State unit has the authority under State law to perform the functions of the State regarding the VR services portion of the Unified or Combined State Plan and its supplement;
5.	The State legally may carry out each provision of the VR services portion of the Unified or Combined State Plan and its supplement.

¹⁴ Public Law 113-128.

¹⁵ Unless otherwise stated, "Rehabilitation Act" means the Rehabilitation Act of 1973, as amended by WIOA, signed into law on July 22, 2014.

¹⁶ All references in this plan to "designated State agency" or to "the State agency" relate to the agency identified in this paragraph.

¹⁷ No funds under title I of the Rehabilitation Act may be awarded without an approved VR services portion of the Unified or Combined State Plan in accordance with section 101(a) of the Rehabilitation Act.

¹⁸ Applicable regulations, in part, include the Education Department General Administrative Regulations (EDGAR) in 34 CFR parts 76, 77, 79, 81, and 82; 2 CFR part 200 as adopted by 2 CFR part 3474; and the State VR Services program regulations.

¹⁹ No funds under title VI of the Rehabilitation Act may be awarded without an approved supported employment supplement to the VR services portion of the Unified or Combined State Plan in accordance with section 606(a) of the Rehabilitation Act.

²⁰ Applicable regulations, in part, include the citations in footnote 6.

6.	All provisions of the VR services portion of the Unified or Combined State Plan and its supplement are consistent with State law.
7.	The (enter title of State officer below) has the authority under State law to receive, hold, and disburse Federal funds made available under the VR services portion of the Unified or Combined State Plan and its supplement;
8.	The (enter title of State officer below) has the authority to submit the VR services portion of the Unified or Combined State Plan and the supplement for Supported Employment services;
9.	The agency that submits the VR services portion of the Unified or Combined State Plan and its supplement has adopted or otherwise formally approved the plan and its supplement.

ASSURANCES

The designated State agency or designated State unit, as appropriate and identified in the State certifications included with this VR services portion of the Unified or Combined State Plan and its supplement, through signature of the authorized individual, assures the Commissioner of the Rehabilitation Services Administration (RSA), that it will comply with all of the requirements of the VR services portion of the Unified or Combined State Plan and its supplement, as set forth in sections 101(a) and 606 of the Rehabilitation Act. The individual authorized to submit the VR services portion of the Unified or Combined State Plan and its supplement makes the following assurances:

The State Plan must provide assurances that:	
1.	Public Comment on Policies and Procedures: The designated State agency assures it will comply with all statutory and regulatory requirements for public participation in the VR Services Portion of the Unified or Combined State Plan, as required by section 101(a)(16)(A) of the Rehabilitation Act.
2.	Submission of the VR services portion of the Unified or Combined State Plan and Its Supplement: The designated State unit assures it will comply with all requirements pertaining to the submission and revisions of the VR services portion of the Unified or Combined State Plan and its supplement for the State Supported Employment Services program, as required by sections 101(a)(1), (22), (23), and 606(a) of the Rehabilitation Act; section 102 of WIOA in the case of the submission of a unified plan; section 103 of WIOA in the case of a submission of a Combined State Plan; 34 CFR 76.140.

3.	Administration of the VR services portion of the Unified or Combined State Plan: The designated State agency or designated State unit, as appropriate, assures it will comply with the requirements related to:
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	<p>(a) the establishment of the designated State agency and designated State unit, as required by section 101(a)(2) of the Rehabilitation Act.</p> <p>(b) the establishment of either a State independent commission or State Rehabilitation Council, as required by section 101(a)(21) of the Rehabilitation Act. The designated State agency or designated State unit, as applicable (Option A or B must be selected):</p> <p style="padding-left: 40px;">(A) is an independent State commission.</p> <p style="padding-left: 40px;">(B) has established a State Rehabilitation Council.</p> <p>(c) consultations regarding the administration of the VR services portion of the Unified or Combined State Plan, in accordance with section 101(a)(16)(B) of the Rehabilitation Act.</p> <p>(d) the financial participation by the State, or if the State so elects, by the State and local agencies, to provide the amount of the non-Federal share of the cost of carrying out the VR program in accordance with section 101(a)(3).</p> <p>(e) the local administration of the VR services portion of the Unified or Combined State Plan, in accordance with section 101(a)(2)(A) of the Rehabilitation Act. Select yes or no, as appropriate, to identify if the designated State agency allows for the local administration of VR funds, (Yes/No)</p> <p>(f) the shared funding and administration of joint programs, in accordance with section 101(a)(2)(A)(ii) of the Rehabilitation Act. Select yes or no, as appropriate, to identify if the designated State agency allows for the shared funding and administration of joint programs, (Yes/No)</p> <p>(g) statewideness and waivers of statewideness requirements, as set forth in section 101(a)(4) of the Rehabilitation Act. Is the designated State agency requesting or maintaining a waiver of statewideness for one or more services provided under the VR services portion of the Unified or Combined State Plan? (Yes/No) See Section 2 of this VR services portion of the Unified or Combined State Plan.</p> <p>(h) the descriptions for cooperation, collaboration, and coordination, as required by sections 101(a)(11) and (24)(B); and 606(b) of the Rehabilitation Act.</p> <p>(i) all required methods of administration, as required by section 101(a)(6) of the Rehabilitation Act.</p> <p>(j) the requirements for the comprehensive system of personnel development, as set forth in section 101(a)(7) of the Rehabilitation Act.</p> <p>(k) the compilation and submission to the Commissioner of statewide assessments, estimates, State goals and priorities, strategies, and progress reports, as appropriate, and as required by sections 101(a)(15), 105(c)(2), and 606(b)(8) of the Rehabilitation Act.</p> <p>(l) the reservation and use of a portion of the funds allotted to the State under section 110 of the Rehabilitation Act for the development and implementation of innovative approaches to expand and improve the provision of VR services to individuals with disabilities, particularly individuals with the most significant disabilities.</p> <p>(m) the submission of reports as required by section 101(a)(10) of the Rehabilitation Act.</p>
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4.	<p>Administration of the Provision of VR Services: The designated State agency, or designated State unit, as appropriate, assures that it will:</p> <ul style="list-style-type: none"> (a) comply with all requirements regarding information and referral services in accordance with sections 101(a)(5)(D) and (20) of the Rehabilitation Act. (b) impose no duration of residence requirement as part of determining an individual's eligibility for VR services or that excludes from services under the plan any individual who is present in the State in accordance with section 101(a)(12) of the Rehabilitation Act . (c) provide the full range of services listed in section 103(a) of the Rehabilitation Act as appropriate, to all eligible individuals with disabilities in the State who apply for services in accordance with section 101(a)(5) of the Rehabilitation Act? (Yes/No) (d) determine whether comparable services and benefits are available to the individual in accordance with section 101(a)(8) of the Rehabilitation Act. (e) comply with the requirements for the development of an individualized plan for employment in accordance with section 102(b) of the Rehabilitation Act . (f) comply with requirements regarding the provisions of informed choice for all applicants and eligible individuals in accordance with section 102(d) of the Rehabilitation Act. (g) provide vocational rehabilitation services to American Indians who are individuals with disabilities residing in the State, in accordance with section 101(a)(13) of the Rehabilitation Act. (h) comply with the requirements for the conduct of semiannual or annual reviews, as appropriate, for individuals employed either in an extended employment setting in a community rehabilitation program or any other employment under section 14(c) of the Fair Labor Standards Act of 1938, as required by section 101(a)(14) of the Rehabilitation Act. (i) meet the requirements in sections 101(a)(17) and 103(b)(2) of the Rehabilitation Act if the State elects to construct, under special circumstances, facilities for community rehabilitation programs (j) with respect to students with disabilities, the State, <ul style="list-style-type: none"> (i) has developed and will implement, <ul style="list-style-type: none"> (A) strategies to address the needs identified in the assessments; and (B) strategies to achieve the goals and priorities identified by the State, to improve and expand vocational rehabilitation services for students with disabilities on a statewide basis; and (ii) has developed and will implement strategies to provide pre-employment transition services (sections 101(a)(15) and 101(a)(25)).
5.	<p>Program Administration for the Supported Employment Title VI Supplement:</p> <ul style="list-style-type: none"> (a) The designated State unit assures that it will include in the VR services portion

	<p>of the Unified or Combined State Plan all information required by section 606 of the Rehabilitation Act.</p> <p>(b) The designated State agency assures that it will submit reports in such form and in accordance with such procedures as the Commissioner may require and collects the information required by section 101(a)(10) of the Rehabilitation Act separately for individuals receiving supported employment services under title I and individuals receiving supported employment services under title VI of the Rehabilitation Act.</p> <p>(c) The designated state unit will coordinate activities with any other State agency that is functioning as an employment network under the Ticket to Work and Self-Sufficiency program under Section 1148 of the Social Security Act.</p>
6.	<p>(a) Financial Administration of the Supported Employment Program: The designated State agency assures that it will expend no more than 2.5 percent of the State's allotment under title VI for administrative costs of carrying out this program; and, the designated State agency or agencies will provide, directly or indirectly through public or private entities, non-Federal contributions in an amount that is not less than 10 percent of the costs of carrying out supported employment services provided to youth with the most significant disabilities with the funds reserved for such purpose under section 603(d) of the Rehabilitation Act, in accordance with section 606(b)(7)(G) and (H) of the Rehabilitation Act.</p> <p>(b) The designated State agency assures that it will use funds made available under title VI of the Rehabilitation Act only to provide supported employment services to individuals with the most significant disabilities, including extended services to youth with the most significant disabilities, who are eligible to receive such services; and, that such funds are used only to supplement and not supplant the funds provided under Title I of the Rehabilitation Act, when providing supported employment services specified in the individualized plan for employment, in accordance with section 606(b)(7)(A) and (D), of the Rehabilitation Act.</p>
7.	<p>(a) Provision of Supported Employment Services: The designated State agency assures that it will provide supported employment services as defined in section 7(39) of the Rehabilitation Act.</p> <p>(b) The designated State agency assures that:</p> <ol style="list-style-type: none"> i. the comprehensive assessment of individuals with significant disabilities conducted under section 102(b)(1) of the Rehabilitation Act and funded under title I of the Rehabilitation Act includes consideration of supported employment as an appropriate employment outcome, in accordance with the requirements of section 606(b)(7)(B) of the Rehabilitation Act ii. an individualized plan for employment that meets the requirements of section 102(b) of the Rehabilitation Act, which is developed and updated with title I funds, in accordance with sections 102(b)(3)(F) and 606(b)(6)(C) and (E) of the Rehabilitation Act.

Appendix 1: Performance Goals for the Core Programs

Each state submitting a Unified or Combined State Plan is required to identify expected levels of performance for each of the primary indicators of performance for the first two years covered by the plan. The state is required to reach agreement with the Secretary of Labor, in conjunction with the Secretary of Education, on state-negotiated levels of performance for the indicators for each of the first two years of the plan.

For Program Year (PY) 2016-2019 plans, the Departments used the transition authority under section 503(a) of WIOA to designate certain primary indicators of performance as “baseline” indicators to ensure an orderly transition from the requirements of the Workforce Investment Act of 1998 to those under WIOA. A “baseline” indicator was one for which states did not propose an expected level of performance and did not come to agreement with the Departments on negotiated levels of performance because sufficient data was not available to establish such performance levels. As a result, “baseline” indicators were not used in the end of the year adjustment of performance levels and were not used to determine failure to meet adjusted levels of performance for purposes of sanctions. The Departments designated indicators as “baseline” based on the likelihood of a State having insufficient data with which to make a reasonable determination of an expected level of performance.

For PYs 2020-2023 Plans, Title I programs (Adult, Dislocated Worker, and Youth) and the Title II program (Adult Education and Family Literacy Act) will have two full years of data available to make reasonable determinations of expected levels of performance for the following indicators for PY 2020 and PY 2021:

- Employment (Second Quarter after Exit);
- Employment (Fourth Quarter after Exit);
- Median Earnings (Second Quarter after Exit);
- Credential Attainment Rate; and
- Measurable Skill Gains

The Wagner-Peyser Act Employment Service program, authorized under the Wagner-Peyser Act, as amended by title III of WIOA, will have two full years of data available to make a reasonable determination of expected levels of performance for the following indicators for PY 2020 and PY 2021:

- Employment (Second Quarter after Exit);
- Employment (Fourth Quarter after Exit); and
- Median Earnings (Second Quarter after Exit)

The Credential Attainment Rate and Measurable Skill Gains indicators do not apply to the Wagner-Peyser Act Employment Service program; therefore, this program will not submit expected levels of performance for these indicators.

For the first two years of PYs 2020-2023 Plans, the Vocational Rehabilitation (VR) program, authorized under title I of the Rehabilitation Act of 1973, as amended by title IV of WIOA, will have two full years of data available for the Measurable Skill Gains indicator only. Therefore, the

Departments will designate the following indicators as “baseline” for the VR program for PY 2020 and PY 2021:

- Employment (Second Quarter after Exit);
- Employment (Fourth Quarter after Exit);
- Median Earnings (Second Quarter after Exit); and
- Credential Attainment Rate

VR agencies must continue to collect and report on all indicators, including those that have been designated as “baseline, pursuant to section 116(d) of WIOA.” The actual performance data reported by these programs for indicators designated as “baseline” for PY 2020 and PY 2021 will serve as baseline data in future years. The Departments will require VR agencies to submit expected levels of performance for these indicators for PY 2022 and PY 2023.

The Departments determined that the Effectiveness in Serving Employers indicator will be measured as a shared outcome across all six core programs within each state to ensure a holistic approach to serving employers. The Departments will continue piloting approaches for measuring this indicator for the first two years of PY 2020-2023 plans. Therefore, states are not required to submit an expected level of performance for the Effectiveness in Serving Employers indicator for PY 2020 and PY 2021. However, core programs are expected to collect data and report on this indicator for PY 2020 and PY 2021 as they did for PYs 2016-2019 plans.

Each core program must submit an expected level of performance for all of the other indicators, as applicable, with the exception of the four indicators designated as “baseline” for the VR program in PY 2020 and PY 2021. The Departments will work with states during the negotiation process to establish negotiated levels of performance for each of the primary indicators for the core programs not listed as “baseline.” Each state must update its plan to include the agreed-upon negotiated levels of performance before the Departments approve a state’s plan.

States may identify additional indicators in the plan, including additional approaches to measuring Effectiveness in Serving Employers, and may establish levels of performance for each of the state indicators. Please identify any such state indicators under Additional Indicators of Performance.

Include the state's expected levels of performance relating to the performance accountability indicators based on primary indicators of performance described in section 116(b)(2)(A) of the Workforce Innovation and Opportunity Act (WIOA).

	Title I – Adult Program			
	Program Year: 2020		Program Year: 2021	
	Expected Level	Negotiated Level	Expected Level	Negotiated Level
Employment (Second Quarter after Exit)	70.6%	TBD	71.6%	TBD
Employment (Fourth Quarter after Exit)	65.9%	TBD	66.9%	TBD
Median Earnings (Second Quarter after Exit)	\$5,450	TBD	\$5,550	TBD
Credential Attainment Rate	53.0%	TBD	54.0%	TBD
Measurable Skill Gains	12.4%	TBD	13.4%	TBD

	Title I – Dislocated Worker Program			
	Program Year: 2020		Program Year: 2021	
	Expected Level	Negotiated Level	Expected Level	Negotiated Level
Employment (Second Quarter after Exit)	76.0%	TBD	77.0%	TBD
Employment (Fourth Quarter after Exit)	72.4%	TBD	73.4%	TBD
Median Earnings (Second Quarter after Exit)	\$7,400	TBD	\$7,500	TBD
Credential Attainment Rate	68.0%	TBD	69.0%	TBD
Measurable Skill Gains	9.9%	TBD	10.9%	TBD

	Title I – Youth Program			
	Program Year: 2020		Program Year: 2021	
	Expected Level	Negotiated Level	Expected Level	Negotiated Level
Employment (Second Quarter after Exit) ²¹	61.0%	TBD	62.0%	TBD
Employment (Fourth Quarter after Exit) ²²	57.4%	TBD	58.4%	TBD
Median Earnings (Second Quarter after Exit)	Not Required	Not Required	Not Required	Not Required
Credential Attainment Rate	63.1%	TBD	64.1%	TBD
Measurable Skill Gains	16.2%	TBD	17.2%	TBD

²¹ For Title I Youth programs, employment, education or training.

²² For Title I Youth programs, employment, education or training.

	Title II – Adult Education and Family Literacy Act Program			
	Program Year: 2020		Program Year: 2021	
	Expected Level	Negotiated Level	Expected Level	Negotiated Level
Employment (Second Quarter after Exit)				
Employment (Fourth Quarter after Exit)				
Median Earnings (Second Quarter after Exit)				
Credential Attainment Rate				
Measurable Skill Gains				

	Wagner-Peyser Act Employment Service Program			
	Program Year: 2020		Program Year: 2021	
	Expected Level	Negotiated Level	Expected Level	Negotiated Level
Employment (Second Quarter after Exit)	62.0%	TBD	63.0%	TBD
Employment (Fourth Quarter after Exit)	60.0%	TBD	61.0%	TBD
Median Earnings (Second Quarter after Exit)	\$5,300	TBD	\$5,400	TBD
Credential Attainment Rate	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Measurable Skill Gains	Not Applicable	Not Applicable	Not Applicable	Not Applicable

	Vocational Rehabilitation Program			
	Program Year: 2020		Program Year: 2021	
	Expected Level	Negotiated Level	Expected Level	Negotiated Level
Employment (Second Quarter after Exit) ²²	Baseline	Baseline	Baseline	Baseline
Employment (Fourth Quarter after Exit) ²²	Baseline	Baseline	Baseline	Baseline
Median Earnings (Second Quarter after Exit) ²³	Baseline	Baseline	Baseline	Baseline
Credential Attainment Rate ²²	Baseline	Baseline	Baseline	Baseline
Measurable Skill Gains				

	All WIOA Core Programs			
	Program Year:		Program Year:	
	Expected Level	Negotiated Level	Expected Level	Negotiated Level
Effectiveness in Serving Employers	Not applicable	Not applicable	Not applicable	Not applicable

Additional Indicators of Performance
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2.
3.
4.
5.
6.

²³ For the VR program, these indicators are Not Applicable for PY 2020 and PY 2021; however, they will be applicable for PY 2022 and PY 2023.

PRA BURDENS TABLE

Please note that the burden calculations for this table have been calculated differently depending on the referenced ICRs. The burdens included below are the same burdens that exist for these programs regardless of whether a state chooses to submit a Combined State Plan.

OMB Control Number	Topic	Estimated Total Burden	Citation for Requirement to Respond
Common Form Elements			
1205-0522	Common Requirements and Program-Specific requirements for: The Adult Program, the Dislocated Worker Program, the Youth Program, the Wagner-Peyser Act Program, the Adult Education and Literacy Program, and the Vocational Rehabilitation Program	3,268 hours	WIOA sec. 102 and 103
Supplemental Collections for Combined Plan Partners' Program-Specific Elements			
1830-0029	Carl D. Perkins Career and Technical Education Improvement Act of 2006 (P.L. 109-270) State Plan Guide	2,240 hours	Sections 122(a)(1) and 201(c) of the Carl D. Perkins Career and Technical Education Act of 2006 (Act), 20 U.S.C. 2301 et seq. as amended by P.L. 109-270, and WIOA sec. 103
0970-0145	Temporary Assistance for Needy Families (TANF) State Plan Guidance	594 hours	42 U.S.C. 602, and WIOA sec. 103
0584-0083	Supplemental Nutrition Assistance Program Operating Guidelines, Forms, and Waivers, Program and Budget Summary Statement	1431 hours ³⁰	7 CFR 271-274.1, and WIOA sec. 103
1225-0086	Grant Application Requirements for the Jobs for Veterans State Grants Program	1620 hours	38 U.S.C. § 4102A(c), and WIOA sec. 103.
1205-0132	Unemployment Insurance State Quality Service Plan Planning and Reporting Guidelines	1530 hours	29 CFR 97.40 ET Handbook No. 336 18 th Edition, and WIOA sec. 103.
1205-0040	Senior Community Service Employment Program Performance Measurement System	406 hours	20 CFR Part 641, and WIOA sec. 103

0970-0382	Community Services Block Grant (CSBG) Model Plan Applications	112 hours ³¹	Section 676(b) of the Community Services Block Grant (CSBG) Act (42 U.S.C. 9908(b)), and WIOA sec. 103.
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OMB Control Number 1205-0522

³⁰ This number represents estimated average burden for the portion of the SNAP plan that covers programs authorized under section 6(d)(4) and section 6(o) of the Food and Nutrition Act of 2008 only.

³¹ This number represents estimated average burden for the portion of the CSBG plan that covers employment and training activities only.