

**MAUI COUNTY WORKFORCE DEVELOPMENT BOARD UPDATE REPORT  
(February – August 2020) TO THE WORKFORCE DEVELOPMENT COUNCIL MEETING  
Thursday, August 13, 2020**

**Please summarize the overall impact that the COVID pandemic has had on the overall operations of the WDB and American Job Center.**

*As difficult as the past months have been due to the COVID pandemic, it has had the following positive effects on the operation of the MCWDC and our American Job Center:*

- *We closed the facility for a time giving the staff an opportunity to regroup and ready the small facility. Additional space was needed to accommodate social distancing and this new space has given options for classroom work, testing, and increased provider office space.*
- *While the Unemployment Insurance difficulties created a back breaking daily workload, it also prompted more training and insight into the Unemployment Insurance system and an opportunity to assist our UI Partner during a time they were being taxed beyond their resources.*
- *Our staff and partners also worked closely together to become more proficient with existing tools to accommodate the huge unemployment claimants' needs by assisting the community in UI claim filing and registering on the HIRENET Tool.*
- *Our Team created a website ([mauiamericanjobcenter.com](http://mauiamericanjobcenter.com)) that accessible on both computers and smartphones to assist the community in UI Claim filing and registering on HIRENET from the safety of their own homes. This site also provides information on WIOA training opportunities, information about all our partners' services, information about local providers of relief funding and business loans, information on local food bank and drive-by food distribution sites, links to the most current information on the Corona Virus, and a tab called "What you can do now" which offers an opportunity to dream about another career or occupation.*
- *Our UH partners were lamenting that they would have to forgo the job fairs and student recruitment activities that usually occupied their hours in May, June, and July. In a strong collaborative effort, the Maui County Workforce Development Board, the Office of the Mayor, the County of Maui Office of Economic Development, and the University of Hawaii credit and non-credit faculty worked together to create our new website:([mauicountyvirtualjobfair.com](http://mauicountyvirtualjobfair.com)). This site has been live for twelve days and has 16,000 hits with 14,000 being unique visits. The site looks and operates like a real job fair and again participants can log-in from the safety of their own homes. We are busy connecting and populating this tool. We have twenty-three employers signed up and sixty jobs. The partners meet several times a week to troubleshoot and we are now linked to the "Hawaii is Hiring" website. This work brought our staff and partners together like no other. It truly has been a labor of love.*
- *The move toward virtual meetings made our last MCWDB Meeting well attended and easier for our Board Members to fit into their busy schedules. It has also made it easier for our Partners' Integrated Resource Team meet every Friday morning to discuss AJC issues, training, and co-enrollment opportunities.*

*Our staff has worked together to create these tools and to make a safe, productive space for our participants and businesses. We all feel good about our progress.*

**Please explain how services are being delivered at the American Job Center.  
What is the staffing level, hours of operation, accommodations made for COVID?**

*We have the following staff: full-time Executive Director, half-time Fiscal Specialist, American Job Center Manager and Receptionist (shared with the Maui County Business Resource Center) and a new full-time Rapid Response Coordinator.*

*Our present hours of operation are Monday – Friday from 7:45 am to 4:30 p.m. While we are open to the public, we encourage making appointments and virtual contact.*

*Our AJC and AJC Annex are both equipped with protective shielding (sneeze guards), spacing markings on the floor, tables with chairs that are spaced six feet apart, PPE, and hand sanitizer. We also take the temperatures of every staff member and participant upon entry and keep a log and contact information on every person entering the facilities.*

**What actions have been planned and/or are being planned to overcome the challenges/barriers as a result of COVID?**

*In Maui County, over 57,000 people have filed an initial unemployment claim with a workforce that is approximately 92,000 residents. Over 44,000 of Maui County jobs were related to the Visitor Industry. Maui County had great success in reaching tourism goals but now the Visitor Industry may never be able to hire all their employees back.*

- 1 Our first plan is to overcome the barriers to the jobs that are readily available and to help the claimants in transitioning into these positions.*

*The jobs readily available right now are as follows:*

- Healthcare – especially CNAs, home health care, dental assistants, medical coding, medical clerks (pay levels are an issue)
  - By collaborating with UH Maui Campus, we have been working on career pathways that provide training to these readily available jobs but that also offer information on how to explore career pathways to move up into more advanced positions that offer a higher pay scale.*
  - Medical coding opportunities are for remote positions that may offer long range positions that are especially desirable during a pandemic.*
  - Home Health Care is becoming more important as our Maui County aging population rises. By offering flexible scheduling for students and parents, there may be some opportunity to move visitor industry employees to these positions with training.**
- Police Department/911 Dispatchers – 85% fail rate on testing
  - Our Team has formed a collaboration with the Maui County Police Department and the Maui County Office of Personnel Services to provide training to residents who fail their competency exams through WIOA Programs and McKinley Community School for Adults. The Office of Personnel Services has also agreed to work with us on a referral process to the American Job Center for MPD applicants and other County applicants**

*that have failed exams to facilitate movement into the many positions that have been continuously vacant.*

- *Upon presenting the new website: [mauicountyvirtualjobfair.com](http://mauicountyvirtualjobfair.com), they have also agreed to continue to provide feedback to us and Maui County has registered as a featured employer.*
- *Department Stores – CVS, Lowes, Walmart, Grocery Stores (pay levels are an issue)*
  - *Our Team is adding positions for these entities to our job-bank but we are especially reaching out to CVS who has many positions readily available now.*
  - *Informing these stores of possible on-the-job training, job shadowing, and incumbent worker training opportunities is in our planning queue.*
- *Fast Food – especially take-out and delivery (pay levels are an issue)*
  - *About 19% of the readily available jobs in Maui County are in the fast food industry. Our Team has been busy populating these jobs onto our website. This industry provides entry level and transitional jobs. They are already populating on our website and we will be exploring ways to work with these employers.*
- *Security – testing/certification barrier*
  - *Securitas and TSA are already populated on the website. Our Team is working with Securitas on referrals to us for those that were not able to pass the certification due to competency deficiencies and to explore the possibility of extended career pathways.*

*2 The Maui Island Plan's top two recommendations ten years ago were to reduce imports and diversify our workforce/economy. Our Team is planning to work with our community leaders to develop solutions to those recommendations. We are forming sector strategy committees to brainstorm solutions and inviting Maui County residents to virtually participate. This is a copy of our invitation.*

#### **SECTOR STRATEGIES BRAINSTORMING SESSIONS**

**The Maui County Workforce Development Board and the County of Maui Office of Economic Development need your mana'o!**

**As you know, over 57,000 Maui County residents have filed unemployment claims. Our immediate need is to reduce imports, create jobs and develop industries.**

**Are you willing to give 1 hour twice monthly to brainstorm? If so, details are below.**

#### **OBJECTIVE:**

#### **TO DIVERSIFY OUR WORKFORCE BY CREATING NEW JOBS AND OPPORTUNITIES**

- **Looking to create new jobs and develop new industries to reduce dependence on imports**
- **Create separate business sector (15) teams to address employment and training needs and strategies**
- **Invite business and community leaders to meet to share their opinions, observations and ideas, with focus on workforce and creating new jobs.**
- **Core sector teams made up of 5 core team members (minimum). Ideally, 3 business representatives and 2 community leaders**
- **Meet every other week for brainstorming sessions**
- **Meetings to be kept to 1 hour**

#### **TENTATIVE SECTORS**

- HEALTH
- SECURITY/PUBLIC SAFETY
- TRADES
- AGRICULTURE
- HOSPITALITY
- TRANSPORTATION
- RESTAURANTS/FOOD SERVICE
- RETAIL
- IT
- MANUFACTURING
- EDUCATION/TRAINING
- SOCIAL SERVICES/VETERANS
- ADMINISTRATION/FINANCE
- MEDIA/FILM
- EMPLOYMENT AGENCY SPECIALISTS (employment specialists only)

**Please share accomplishments/success stories from your organization.**

**COMPLETED SINCE COVID-19 BECAME A REALITY:**

1. *AJC Certification process completed and submitted. This process was instrumental in creating policies and procedures, roles and responsibilities, creating an Integrated Resource Team, and confirming our commitment to the collaborative process.*
2. *In collaboration, our Team and AJC Partners created and implemented [mauiamericanjobcenter.com](http://mauiamericanjobcenter.com) to provide the community with information and resources virtually from the safety of their own homes.*
3. *In collaboration, our Team and UH Maui Campus created and implemented [mauicountyvirtualjobfair.com](http://mauicountyvirtualjobfair.com) to provide the community with job fair, career counseling and training resources virtually from the safety of their own homes with the ability to use a smartphone if participants have no computer access or WIFI had to be turned off.*
4. *Added new partners; Maui United Way, Maui Food Bank, Maui County Police Department, Maui County Personnel Office, Kamehameha Schools Community Resources, Child & Family Services, Broadband Hui Working Group, Hana EPT Group (soon to be Hana Business Ready), Farm Service Agency, Hawaii Farmers Union United, Maui Farm Bureau, ILWU Local 142, Maui Chamber of Commerce, Skyline Eco Foundation, and Ulu Pono Initiative.*
5. *Our Team hired a new Rapid Response Coordinator, Maureen Harvey, who assisted in surveying the farmers who could no longer ship their livestock off-island and were faced with zero income. She has worked with the Farm Service Agency to provide USDA loan packets to each farmer in preparation of their appointments with the FSA.*
  - a. *She also has been working with all WARN employers by assisting both the employers and their employees with resources such as loans, relief funding, applications for TANF, SNAP, COBRA and Medicaid.*
  - b. *She also assisted all the 4H students in feeding their animals because the Farm Festival was cancelled. The two locations of Jersey Mike's have committed to saving the scraps and leftover bread for the students because their parents lost jobs and they could no longer able to feed their animals.*

- c. Maureen also offered information to farmers on the Corona Virus Farmer Assistance Program (USDA CFAP) which buys farmers' product and donates it back to the community.*
- 6. Our Team has answered hundreds and hundreds of calls to help UI Claimants through filing for Unemployment Insurance Benefits as well as registering for HIRENET. Early on we received training from both UI and WDD to ensure we were giving out the correct information.*
- 7. Our Team provided a safe and effective location for the Census2020 to recruit and train their employees.*
- 8. Our Team and AJC Partners have completed a six month extension to our successful MOU/IFA.*
- 9. I worked with Ka'ala Souza, WDC Resiliency Coordinator, on his first FaceBook live Broadcast.*
- 10. Rapid Response Coordinator and Goodwill Provider of the Adult & Dislocated Worker Programs participated in Child & Family Services' Festival of Hope. They helped to distribute hundreds of food packs and AJC information to drive-by participants.*

### **Parting Note:**

*This month, Kelly Ruidas, our last Hawaiian Commercial & Sugar Company (HC & S) dislocated worker, receives his degree from the University of Hawaii. Kelly never thought he would ever be able to afford or complete his college education. He sends his appreciation to all that were a part of his journey; especially thanking Goodwill's Chentelle Rowland, and WDD's Kevin Kimizuka and Sonjia Spring. It was co-enrollment in many programs and leveraging resources that helped him reach his goals. We changed providers in the middle of his journey seamlessly. This is a true testimony as to what is possible with our programs.*