



WORKFORCE DEVELOPMENT DIVISION

Presented by Maricar Pilotin-Freitas



FINANCIAL ASSISTANCE



IMPACT OF COVID-19 ON WAGNER-PEYSER SERVICES AND ACTIVITIES

- Increased demand from customers requesting assistance for Unemployment Insurance benefits.
- Increased inquiry about available resources for financial and food assistance.
- Increased referral to mental health services.



CHANGES TO THE DELIVERY OF SERVICES

- Telephonic
- Individual appointments with a case manager during Monday thru Friday from 7:45 a.m. through 4:30 p.m.
- Temperature checks.
- Face masks for customers.
- Face shields and masks for staff.
- Staff unable to eat lunch as a group.



PLANS FOR THE FUTURE

- ❖ Plexi-glass for all staff.
- ❖ Temperature checks for customers.
- ❖ Laptops for staff to work remotely.
- ❖ Utilize the Teams Meeting application for contacting employers and job seekers; and/or conduct reemployment workshops.
- ❖ Document Management in HireNet Hawaii.

TRAINING

TEACHING

DEVELOPMENT

LEARN

KNOWLEDGE

COACHING

NEW SKILLS



- WDD and WDC has bi-weekly meetings to develop a training plan for AJC staff which will include, but are not limited to the following:
 - HireNet Hawaii;
 - Case Management; and
 - CRS Module

Persons with Disabilities

Customer had a stroke after graduating from college. This left the individual feeling a lack of faith in their ability and competence to contribute to the workforce.

Staff provided weekly individualized services and job search skills. This resulted in the customer successfully placed as a Courtesy Clerk for a large Supermarket chain.





Veteran

A neighbor island Veteran lost his job as a Resident Manager and received individualized career services remotely.

The Veteran successfully secured another Resident Manager position on Oahu, where he relocated and currently resides in a two-bedroom apartment at no-cost as part of his employment benefits.

thank
thank
you!

