

**MAUI COUNTY WORKFORCE DEVELOPMENT BOARD UPDATE REPORT
(August – November 2020) TO THE WORKFORCE DEVELOPMENT COUNCIL MEETING
Thursday, November 12, 2020**

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

- a. *Due to the problems with Unemployment Insurance access and clarity, our staff has been answering many calls daily. We have a great working relationship with our Branch Manager who is very helpful and responsive. It does take a lot of our time.*
- b. *UI Claimants are not anxious to return to work because of three basic reasons: they do not have childcare; and/or they are afraid of the Coronavirus; and/or there really few living wage jobs available; and/or they want to consciously draw down their unemployment benefits and stay home.*
- c. *We are finding that since we quickly transitioned into virtual platforms, there are silver linings. We can reach our remote communities in a way that we have not done in the past. Attendance at meetings has increased.*

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

- a. *Maui AJC is open to the public from 7:45 am to 4:30 pm but we are finding that with our virtual tools, there is less foot traffic. Our providers urge appointments for participants.*
- b. *Our Rapid Response Coordinator is very responsive in helping employers to register their profiles on mauicountyvirtualjobfair.com. She has developed a data base and a good relationship with the ILWU Local 142 Agents*
- c. *We have most of our providers back to schedules at the AJC now.*
- d. *We have an AJC Manager, a Receptionist, and the County of Maui has now supported the AJC with an additional Admin Specialist.*

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

- a. *Our Maui Island Plan developed in 2010 revealed to the Maui County Community that our county has two major problems;*
 - a. *we import most of our food; and*
 - b. *we have a strong dependence on the Visitor Industry.*
- b. *The strength of Maui County is our ability to work together.*
- c. *By meeting regularly, we have been able to develop virtual tools, collaborations that leverage resources, and a long-term workforce development job creation strategy that addresses two or more objectives with each project.*
- d. *We are very grateful for the opportunity to work with the WDC on Disaster and Employment Grant Funding. This will be a great stepping-stone in our overall workforce development plan while providing transitional jobs and new employment opportunities.*
- e. *We just keep thinking out-of-the-box.*

Please provide updates on the status of the following:

1. New Local Plan

- a. *Complete as of November 10th, 2020 – posted on website for public comment on November 12th, 2020*
- b. *Submission to WDC by November 30th, 2020*
- 2. **Certification of the American Job Center**
 - a. *Certification was complete in June 2020*
- 3. **WDB membership and list vacancies and recruitment**
 - a. *Maui County Workforce Development Board was certified in September of 2020 with a diverse and prominent 18-member Board of Directors with 66.67% from the private sector. There is 1 vacancy on the Board.*
- 4. **Projects and activities of board committees**
 - a. *Maui County Workforce Development Finance Committee Meeting was held on October 20, 2020 – fiscal management plan to implement Quickbooks software was implemented.*
 - b. *Sector Strategy & Employer Engagement Committee met on October 13th, 2020 and reviewed workforce planning and grant strategy.*
 - i. *Sector Strategy sub-committees were held in July, August, September, and October to gather input and support for the Maui County Workforce Development Plan*
 - ii. *Business Engagement Team Meeting was held as a sub-committee of this committee on October 23, 2020 with a fifteen-member team from a variety of sectors in the community.*
 - c. *Maui County Workforce Development Board Meeting was held on November 5, 2020*
 - d. *1st Qtr program and fiscal monitoring complete and approved by Program and Youth Committee*
 - e. *ETA H-1B One Workforce Grant complete and transmitted on November 10, 2020 (2 days early!) for \$1,739 M. The grant proposal was sent with ten letters of commitment from sectors of the community.*
 - f. *New Local Plan for 2020-2024 ready for public comment.*
 - g. *Maui United Way and Maui American Job Center have formed a collaboration in which the 211 Call Center will be co-located at the Maui American Job Center Annex. The employee has been hired by Maui United Way and training begins in the next few weeks.*
 - h. *Planning is underway with the Maui Visitor's Bureau, the ILWU Local 142, the Department of Health, the University of Hawaii-Maui Campus, and the Maui County Workforce Board and WIOA Providers to train a Health & Safety Site Officer in each hotel/condo on Maui. With future planning for restaurants, retail, and businesses.*

Please share accomplishments of the WDB and American Job Center.

- a. *MCWDB, UH-Maui, County Office of Economic Development, and the Office of the Mayor created a vital website (mauicountyvirtualjobfair.com) that assists job seekers, employers, and registers students for classes at UH and connects them to financial aid. The site is nearing 50,000 page views from its creation August 1, 2020.*
- b. *Success Stories at the Maui American Job Center are due to be filmed on Friday, November 13, 2020.*
- c. *WIOA Youth Program participant, Analis Nitta, has been chosen for the Youth Listening Session Project.*

