

**WIOA ANNUAL STATEWIDE PERFORMANCE REPORT NARRATIVE**  
**TITLE I PROGRAMS (Adult, Dislocated Worker, Youth)**  
**Program Year July 1, 2019 to June 30, 2020**  
**Hawaii Workforce Development Council**

**Identify each waiver that the state has had in place for at least one program year and provide information regarding the state’s progress toward achieving the goals and performance outcomes in ETA’s letter of approval for the waiver (sec 189(i)(3)(C)(ii)) and outlined in the state’s waiver request (when applicable). Discuss how activities carried out under each approved waiver have directly or indirectly affected state and local area performance outcomes. To the extent possible, provide quantitative information.**

Hawaii requested and was granted a waiver of the obligation of Eligible Training Providers (ETPs) to report performance data on all students in a training program at WIOA Sections 116(d)(4)(A) and 122 and 20 CFR 677.230(a)(4) and (5) and 20 CFR 680.430(b)(5). The waiver was granted on September 28, 2020 and is approved through June 30, 2021.

Although WDC received the “all students waiver” for reporting, WDC worked with providers with the capability to submit data for PY 18 and PY19. The waiver was requested because the state’s largest provider, the University of Hawaii System asked for additional time to implement their reporting system. To implement the reporting process, WDC worked with the Department of Labor and Industrial Relation’s (DLIR) Electronic Data Processing Systems Office (EDPSO) to set up a secure FTP site. This electronic system of transferring the ETP Reporting Tool provides security to protect personally identifiable information.

WDC staff has written a user’s guide to provide instructions to the ETPs on entering student data in the ETP Reporting Tool and transferring the completed ETP Reporting Tool. The WDC has issued WIOA Bulletin 38-20, “Submission of Student Data by Eligible Training Providers for Program Years 2018 and 2019,” on August 13, 2020. The policy is available at this link: <https://labor.hawaii.gov/wdc/files/2020/08/Final-Signed-WIOA-Bulletin-38-20-Student-Data-by-ETP-for-PY18-and-PY19-8.13.2020.pdf>. Attachment 1 of the policy is available at: <https://labor.hawaii.gov/wdc/files/2020/08/Attachment-1-ETP-ReportingTool-UsersGuide-v1.2.2-8.6.2020.pdf>.

Student data (both WIOA participants and Non-WIOA participants) were collected from 11 ETPs for PY 2018 and PY 2019. Preliminary counts show a total of 1,429 individuals served in PY 2018 and a total of 1,857 individuals served in PY 2019. Of the total number of individuals served in PY 2018, 537 (37.5%) individuals were WIOA participants. Of the total number of individuals served in PY 2019, 488 (26%) individuals were WIOA participants. In PY 2018, 480 (89%) WIOA participants completed their training programs and 240 WIOA (45%) participants earned a credential. In PY 2019, 472 (97%) WIOA participants completed their training programs and 141 (20%) WIOA participants earned a credential. The lack of Social Security numbers prevented conducting a wage match with Hawaii’s Unemployment Insurance database.

The waiver allowed Hawaii to report WIOA participants rather than all students in the providers’ programs. The performance outcomes affected were a comparison of performance by WIOA participants and the non-WIOA students. Also affected is the ability to publish provider information which would assist in customer choice.

WDC submitted the PY19 ETA-9171 Report for WIOA students gathered from the Hawaii case management system. WDC has added a new Eligible Training Provider module to its current participant management information system, HireNet Hawaii. The new ETP module will assist with the overall management of the Eligible Training Provider list.

Through the new ETP module, authorized training providers will be able to:

- Create and submit programs/courses for WIOA certification;
- Manage existing certified programs and courses and allow for re-certification of programs and courses;
- Enter and maintain ETP institution data, including contact and course information;
- Track enrollment of participants in each certified program/course and the associated program outcomes for each participant;
- Manage provider expiration dates;
- Submit required student data; and
- Wage matches will be conducted using this data and the established wage match process.

**Identify the two approaches the state has chosen for the Effectiveness in Serving Employers performance indicator pilot. If the state is piloting a state-established measure of Effectiveness in Service to Employers, or has any other metrics to assess employer engagement, describe the measure or metric as well.**

The State is using “Retention with the Same Employer” and “Repeat Business Customer” indicators to measure effectiveness in serving employers. At this time, the state has not implemented a pilot measure.

Tables 1 and 2 show the State’s performance levels in serving employers effectively. Table 1 compares the statewide levels in PY 2018 and PY 2019. Table 2 breaks down the PY 2019’s levels by local areas.

**Table 1: Statewide Effectiveness Serving Employers, Program Years 2018 and 2019**

| Indicator  | PY 18 Percent | PY 18 Employer | PY 19 Percent | PY 19 Employer |
|--|---------------|----------------|---------------|----------------|
| Retention with the Same Employer Rate, Q2 and Q4 | 49.1%         | —              | 3.3%          | 64             |
| Repeat Business Customer Rate                    | 34.9%         | 1,560          | 30.5%         | 1,635          |

Source: ETA-9169 Report via HireNet Hawaii

**Table 2: Local Area Effectiveness Serving Employers Comparison, Program Year 2019**

| Indicator  | Statewide | Hawaii | Kauai | Maui  | Oahu  |
|--|-----------|--------|-------|-------|-------|
| Retention with the Same Employer Rate, Q2 and Q4 | 3.3%      | 3.2%   | 5.2%  | 2.6%  | 3.9%  |
| Repeat Business Customer Rate                    | 30.5%     | 31.1%  | 24.8% | 29.6% | 31.4% |

Source: ETA-9169 Report via HireNet Hawaii

There had been a marked decline in the employer retention rate in PY 2019 over the previous program year. The State went from 49.1% in PY 2018 to 3.3% in PY 2019. This indicates that there were far fewer WIOA participants who remained with the same employer in the second and fourth quarters after program exit. Participants may have been laid off due to the COVID-19 pandemic. The pandemic is likely to have been a major factor in the dramatic drop in the retention rate.

Although the number of repeat businesses had increased to 1,635 in PY 2019 from 1,560 in the previous program year, the percentage of employers that returned to the AJCs to receive business services had decreased by four percentage points in PY 2019. The pandemic may have had an impact on whether employers would return for more services. AJCs reported that many businesses were difficult to reach during and after the mass layoff period.

Across the state, the Kauai Local Area had the highest employer retention rate at 5.2% in PY 2019. The Oahu Local Area was slightly above the statewide level at 3.9%. The Hawaii Island Local Area was just below the statewide level at 3.2%. The Maui Local Area had the lowest employer retention rate at 2.6%. On employers using AJC services again, Kauai was the only local area that had a lower repeat business rate at 24.8%. The other three local areas had a repeat business rate roughly around the statewide level.

**Include brief descriptions of: (a) current or planned evaluation and related research projects, including methodologies used; (b) efforts to coordinate the development of such projects with WIOA core programs, other state agencies and local boards; (c) a list of completed evaluation and related reports and links to where they were made accessible to the public electronically; (d) State efforts to provide data, survey responses, and timely site visits for Federal evaluations; and (e) any continuous improvement strategies utilizing results from studies and evidence-based practices evaluated.**

### **Understanding the On-Demand Workforce**

In August 2018, the National Governors Association (NGA) launched a two-year pilot project to assist states in responding to developments in the economy and the nature of work relating to the “on-demand economy,” (commonly known as “gig work”) by helping states (1) gain a better understanding of who and how many participated in the “on-demand workforce” and (2) consider policies that could provide better protections for workers who did not have a consistent and reliable schedule and who instead worked “on-demand.” The project entitled, the “State Collaborative Consortium to Understand and Support the On-Demand Workforce,” was intended to be collaborative with the other participating States. Representing Hawaii, members came from the WDC, the Hawaii Department of Business, Economic Development, and Tourism (DBEDT), the DLIR Research and Statistics Division, the University of Hawaii, and the Hawaii P-20 Partnerships for Education. Initial participating states were Alaska, Colorado, Connecticut, Maryland, New Jersey, and Pennsylvania. Alabama, Illinois, and Virginia joined after a second round of request for participation, while Alaska dropped out of active participation. The project included several in-person consortium meetings, monthly working group conference calls, and presentations from experts of the on-demand economy. Hawaii was an active participant, working closely with the other states and NGA staff to establish and carry out a research agenda and to develop final products. By being so involved in the project, Hawaii’s members gained valuable insight into the on-demand workforce at the national and state levels, which in turn helped with determining further courses of action. All of the work culminated in a national three-day virtual online forum held on September 29 to October 1, 2020.

Links to the NGA On-Demand Workforce Virtual Forum:

[https://zoom.us/rec/play/VTvUHeL0dUGRwyeZenBraeeMUKTgEskl10xtxR8rZgM8tSpCg8yGge\\_tbhqG-KS17HY0ee-PEDQ6NMPF.R7j5HTDwj9EV7JhJ](https://zoom.us/rec/play/VTvUHeL0dUGRwyeZenBraeeMUKTgEskl10xtxR8rZgM8tSpCg8yGge_tbhqG-KS17HY0ee-PEDQ6NMPF.R7j5HTDwj9EV7JhJ)

[https://zoom.us/rec/play/haOuoruYYyB4OfU4DnOCtX5EOpuCcuZcuRAeFmh\\_wGnvT4EX7fZIVVPdv4IYStd01YfjiskWFzB-xbqY.JCxWe\\_S1bCtIaVg7](https://zoom.us/rec/play/haOuoruYYyB4OfU4DnOCtX5EOpuCcuZcuRAeFmh_wGnvT4EX7fZIVVPdv4IYStd01YfjiskWFzB-xbqY.JCxWe_S1bCtIaVg7)

### **Gig Economy HireNet Survey**

Part of Hawaii’s contribution to the consortium was a survey through Hawaii’s employment website, HireNet Hawaii which asked registrants about their work history and perceptions on gig work. The overarching questions about gig workers revolved around the characteristics of the gig worker, as well as their opinion on, and their reasons for doing gig work. Due to the depth and complexity of defining “on-demand” work, which would be too detailed for respondents to quickly assess whether or not they fit the definition, the definition of

“gig work” was simplified to whether or not the respondent worked a job that did not provide a W-2, the Wage and Tax Statement required to be sent at the end of each calendar year to employees.

The HireNet Hawaii survey was deployed at the beginning of March 2020, and has been continuously online to date. Once the individual registered for services through HireNet Hawaii, a survey prompt would pop up that displayed a link to the survey developed on Google Forms. Nearly 2,000 individuals responded to the survey. Results from the survey have been mixed, with about 35% of respondents indicating some participation in gig work by answering all the questions related to participating in the gig economy. However, only 20% of respondents followed the strict definition of “gig work,” indicating that they worked a job in the past year in which they did not receive a W-2.

Just over half of respondents who were gig workers were female, while around 40% had a college degree or higher education. Most gig workers were in their job for less than three years and were in gig work as their primary source of income. Around a third of respondents were in gig work to fill income gaps, and around 30% were in gig work to have the ability to control their work schedule (respondents could select multiple reasons for choosing to work in a gig job). Around 25% to 35% of respondents said that income from gig work was at least somewhat inconsistent. Over 60% of gig workers said they would prefer full-time work.

### **Analysis of Current Population Survey, Contingent Worker Supplement Data**

Another part of Hawaii’s contribution to the consortium was a report that used the U.S. Census Bureau’s May 2017 Current Population Survey, Contingent Worker Supplement data. The report establishes a baseline of demographic information for the average worker who engages in the gig economy. The baseline covers Hawaii and the United States. This report also introduces a new statistical model to estimate the earnings of a gig worker. While studies have been published to describe the characteristics of gig workers for the U.S. as a whole, there have been few studies on the topic for Hawaii. This report fills a gap in knowledge to describe the profile of gig workers in the state of Hawaii. Recommendations for research and public policy are provided.

An individual could be doing one of two, or both, forms of gig work or electronically mediated work. They could be completing a job by interacting with a customer in person that was introduced through a website or a mobile app. This is the in-person work scenario facilitated by a website or mobile application. In the second case, an individual could be completing a job entirely online without any physical contact with another person. This is the online work scenario provided through a website or a mobile application. In either scenario, there is an entity that operates the website or mobile application to register individuals, send job requests, follow up on the requests, and remit payments for completed jobs.

Approximately 2% to 2.6% of total workers did electronically mediated work in May 2017. The majority of workers fell in the age range from 29 years old to 58 years old with the median age in the low- to mid-forties. Hawaii workers are college educated, having either a bachelor’s degree or a master’s degree. Hawaii workers had put in more hours per week – exceeding 50 hours – than the national average. The mean weekly earnings for in-person work was \$807 for Hawaii workers and \$919 for U.S. workers. Income earned for online work appeared to offer a better outcome for Hawaii workers but no difference for U.S. workers. Online work had increased earnings, on average, by 16% to \$938 for Hawaii workers and by 1.5% to \$933 for U.S. workers.

Link to the report: <https://labor.hawaii.gov/wdc/files/2020/10/GigEconomy-Baseline-and-Model-HI-US.pdf>

**Describe the state’s approach to customer satisfaction, which may include such information used for one-stop center certification, in accordance with 20 CFR 678.800. This description should include: 1) the state’s methodologies; 2) the number of individuals/employers who were provided customer satisfaction**

**outreach, the response rate, and efforts made to improve the response rate; 3) the results and whether the results are generalizable to the entire population of customers; and 4) a description of any continuous improvement processes for incorporating the customer satisfaction feedback.**

Ward Research, Inc. was contracted by WDC to conduct a statewide customer satisfaction survey on Hawaii's AJCs. Survey work was originally scheduled to be carried out from March to June 2020. The COVID-19 pandemic, however, created implementation issues. With AJCs closed to the public because of the Governor's emergency proclamation, the walk-in survey could not be implemented. Concerns arose that layoffs and business closings may have a negative effect on the results of the surveys. Therefore, it was decided to postpone all surveys until the situation eased. However, because the situation did not change after more than two months, a decision was made to move forward with the survey and modified. Given that the AJCs were still closed, the walk-in survey could not be implemented and was removed from the scope of work. The number of surveys was reduced from four to three. The schedule was revised to carry out the job seeker survey, the employer survey, and the AJC staff survey from May to August. Ward Research completed the final report on September 1, 2020.

Job seekers, who received AJC services from 2017 to 2019, responded to the survey. On average, job seekers were well satisfied with AJC services and programs. Employers, on the other hand, reported a lower satisfaction of AJC services and programs for the same years in which they used services. The survey revealed that employers did not know about services other than recruitment and training, such as rapid response, apprenticeship programs, on-the-job training, disability awareness, disability accommodations assistance, and unemployment taxes and claims assistance. AJC staff responded with a high average rating in the level of knowledge that they have in the programs that they work in. A vast majority of AJC staff, however, feel that they need additional training for their current program, new programs or both current and future programs.

Link to the report: <https://labor.hawaii.gov/wdc/files/2020/10/FinalReport-AJC-CustomerSatisfactionStudy-09012020.pdf>

The results of the survey will be used by Local Workforce Development Boards (LWDB), One Stop Operators, core and mandatory partner programs, business services teams, and WDC's Performance and Accountability Committee to improve weaknesses that were identified in the survey as well as to improve overall services. The Employer Engagement Committee will also use the results to inform their priorities and recommendations for improving business services.

**Progress made in achieving the state's strategic vision and goals, as described in the state's Unified or Combined State Plan, for developing its workforce and meeting employer needs in order to support economic growth and economic self-sufficiency.**

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

Goal 1: To provide coordinated, aligned services to clients through the American Job Centers. The Online Workforce Referral System 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 was on track for implementation when the COVID-19 pandemic caused mass layoffs in Hawaii. The staff working on the final stages of the project were reassigned to the Unemployment Insurance Division's information technology needs.

The LWDBs have all drafted Memoranda of Understanding (MOU) with core and mandatory partners in the AJC. Three of the four local areas have completed and signed MOUs. The fourth had three outstanding signatures from partner programs when the COVID-19 restrictions were enacted. All AJCs have co-location of some partners at the AJC and are providing coordinated services as appropriate. The AJCs stepped up to assist dislocated workers applying for unemployment benefits for several weeks. AJC staff were able to answer basic questions, collect contact information for those needing password resets and assist applicants who speak other languages.

WDC as the WIOA Title I partner and DLIR's Workforce Development Division (WDD), the Title III Wagner-Peysner partner have been meeting to coordinate technical assistance, issue joint guidance, and improve services. In addition, the state's Title IV vocational rehabilitation partner and Title II adult education partner have made progress to conduct their wage match with the unemployment insurance database, State Wage Interchange System (SWIS), and their capacity to provide the common performance measures.

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

Local areas have chosen sectors to focus on for their sector partnerships: Oahu—healthcare and engineering; Maui—healthcare; Hawaii Island—agriculture. The Maui Economic Development Board has convened the Maui County Health Care Partnership to address the shortage of nurses, focusing on Certified Nurses Aides, Licensed Practical Nurses, and Registered Nurses. Proposed future partnerships (2021-2023) which align with the Talent Roadmap priority sectors include technology, clean energy, skilled trades, aquaculture and will use a public/private foundation funding model.

The Hawaii Island Agricultural Partnership with the Hamakua Institute is working on the Hawaii Island Agriculture and Food System Study. This partnership will look at developing agriculture system maps consisting of geographic, stakeholder, and systems maps for Hawaii Island's agriculture system; value-added processing, identification of value-added processing infrastructure and need for the island; and a feasibility study for an innovation center which will assess the needs for an feasibility of creating an agricultural innovation center on the island. The Hawaii Island Food Alliance will develop food system maps which include geographic, stakeholder, and systems maps for Hawaii Island's food system; an Hawaii Island Food Action Plan which will be based on insights, needs, and opportunities from the study's data; and an Hawaii Island Food Emergency Action Plan based on insights, needs, and opportunities from the study's data.

Oahu's Engineering Partnerships seeks to build a streamlined and connected cradle-to-career STEM and engineering talent pipeline, improving the preparedness and increasing the number of students in the pipeline to meet Hawaii's engineering needs. Oahu's Health Sector Partnership has identified priority professions: Certified Nurse Aide, Nurse Aide/Home Health Aide, Phlebotomist, Medical Lab Technician, Medical Lab Scientist, and Licensed Practical Nurse. The partnership identified the impacts of clinical training closures as a result of the COVID-19 pandemic. All of the impacts negatively affect Hawaii's ability to meet current and future healthcare needs.

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

The DOL/ETA provided one day of statewide technical assistance on business engagement and rapid response to the WDC, LWDBs, AJC staff, and WIOA partners. The session was held on August 27, 2019. Participants learned and discussed the purpose of rapid response, the principles of business engagement, and the roles of state and local areas in developing and leading business engagement efforts. The over 65 participants also learned about changing the mindset around business engagement and the challenges that hinder successful business engagement. Participants were briefed on a self-assessment tool for developing business engagement strategies. WDC's Statewide Coordinator for Rapid Response has coordinated training sessions for rapid

response teams. The teams are learning to provide services virtually so that dislocated workers can be reached while in-person services are restricted.

WDC's Employment Engagement Committee published the statewide Business Services Framework Plan and "Employer Outreach and Engagement Strategies" which coordinates business services for partner programs through the AJCs. An Outreach Taskforce was organized to develop marketing and outreach as outlined in the "Employer Outreach and Engagement Strategies." The taskforce recommended the creation of webpages for each AJC and a video featuring each AJC and the services they provide. The webpages have been established and are accessible from the WDC homepage. There is a LWDB page for each local area containing links to the boards' public documents: bylaws, rosters, agenda, minutes, and plans; there is also a page for each AJC which provide information such as hours of operation, address, and services provided. The video project is ongoing, a vendor was selected through the procurement process and the video team is visiting each local area.

Link to the Business Services Framework Plan: <https://labor.hawaii.gov/wdc/files/2019/06/Final-Combined-Hawaii-Statewide-Business-Services-Framework-Plan-06.13.19.pdf>

Link to the Employer Outreach and Engagement Strategies: <https://labor.hawaii.gov/wdc/files/2019/04/AJCH-Employer-Outreach-Engagement-Strategies-Olomana-Loomis-ISC-2019-03.pdf>

Prior to the pandemic, the Committee had also engaged specific employers to conduct pilot projects to provide business services and coordinate with human resource departments to screen and refer applicants. Prior to the pandemic, employers were concerned that they were not meeting their hiring needs. The Committee is pivoting to employers who have not been able to fill their open positions during the pandemic.

WDC also produced a public service announcement (PSA) which featured two local celebrities to increase awareness that jobs were available during the pandemic and to drive employers and job seekers to HireNetHawaii.com. The PSA ran during the month of May and remains in ongoing rotation at all tv and radio outlets. Link: <http://labor.hawaii.gov/wdc/> (scroll bottom of webpage for PSA)

WDC partnered with the Chamber of Commerce of Hawaii and other organizations on a "Hawaii is Hiring" website. The website's goal is to connect Hawaii's residents (*kamaaina*) to Hawaii jobs, training, resources, awareness of AJCs and HireNet Hawaii. The web page is a one stop resource for upskilling and reskilling training programs and includes a virtual career explorer, lists of jobs, top 10 companies hiring now, Hawaii's in-demand industries, hiring events, and training programs. Phase II of the site will include other languages, highlight the AJCs, more real-time updates, links to employer career pages, and more county content. Link: <https://hawaiiishiring.com/>

Goal 4: Prioritize services to vulnerable population with barriers to employment as described under WIOA.

WDC's Employer Engagement Committee established a sub-group to focus on the participants with barriers to employment and the underserved populations. Members of the group represent organizations that work with individuals with various types of barriers. The group will make recommendations to the Committee. LWDBs have expanded their partnerships to include locally-based organizations serving individuals with barriers to employment. For instance, Hawaii County includes the Going Home Consortium which serves formally incarcerated individuals, Maui County works with organizations serving the islands of Molokai and Lanai. Oahu conducts outreach at emergency and transitional homeless shelters, community health centers, social service agencies and direct outreach on the streets, beaches, and parks. In addition to Alu Like, the WIOA funded Native Hawaiian organization, AJCs work with other Native Hawaiian organizations, Queen Liliuokalani Trust, Office of Hawaiian Affairs, and Kamehameha Schools.

Hawaii's Priority of Service policy prioritizes individuals with barriers to employment. Priority of Service is described in WIOA Bulletin 14-16 Adult Program Eligibility and WDC program monitors have required the Priority of Service policies for the AJCs. If the AJC does not have a written policy, the monitors have issued findings.

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

WDC purchased and issued three laptops to each of the four local areas to use on-site at Rapid Response presentations or to use on-site at locations outside the One Stop to register participants. Also included in the distribution was a large battery to power the laptops when electricity is unavailable. Some local areas have used local funds to pay for hot spots for connectivity in areas without WiFi connection.

WDC is a member of the Broadband Hui (group), which was founded in March 2020 in response to the need that became apparent during the pandemic. The Hui is a collective of approximately 50-60 public agencies and private businesses working to help Hawaii's families—everyone who needs digital access. The Hui estimates that 183,000 people in Hawaii have little or no Internet access.

AJC staff are reaching participants using video conferencing and also conducting intake and case management on the phone. A Rapid Response Team noted that a video of the Rapid Response presentation posted on the internet reached more individuals than the original video meeting.

WDC's Statewide Rapid Response Coordinator has met with Hawaii State Librarians to train them to assist individuals who use the libraries' computers. The librarians can assist job seekers with labor market information and accessing all of the information on Hawaii's job board, HireNet Hawaii. Hawaii's public library system has 51 branches on six islands.

**Progress made in implementing sector strategies and career pathways. The discussion may include: business engagement strategies, work-based learning (including apprenticeship), work experiences for youth and adults, transitional jobs, and incumbent worker training strategies and policies in the state.**

WDC's Sector Strategies and Career Pathways committee sponsored the Hawaii Association for Career and Technical Education (HACTE) conference with a donation of \$30,000. The conference was held on January 30-31, 2020 at the Hawaii Convention Center. At the request of conference organizers, the committee developed and held an industry panel entitled, "Connecting Pathways Between Construction and Engineering" on each day of the conference. This panel explored bridging the construction and engineering industries by connecting pathways that may not require a four-year college degree. There are many different entry points and exit points in an individual's career, and zig-zagging provides work-based learning that can lead to opportunities that an individual may not have initially considered. On the first day of the conference, Glen Kaneshige, President of Nordic PCL Construction, moderated a discussion by Charles Shima, Training Director at Plumbers and Fitters Union Local 675, and Edmund Aczon, Executive Director of the Hawaii Carpenters Apprenticeship and Training Fund. On the second day of the conference, Brian Lee, Director at the Hawaii Laborers-Employers Cooperation and Education Trust Fund, moderated a discussion by Charles Shima, Glen Kaneshige, and Edmund Aczon. The panelists explained their life experiences and provided valuable professional expertise to conference attendees. The attendees were so engaged by asking questions that the panel discussions had gone over their allotted time and had to be stopped.

Local areas have chosen sectors to focus on for their sector partnerships: Oahu—healthcare and engineering; Maui—healthcare; Hawaii Island—agriculture. The Maui Economic Development Board has convened the Maui



County Health Care Partnership to address the shortage of nurses, focusing on Certified Nurses Aides, Licensed Practical Nurses, and Registered Nurses. Proposed future partnerships (2021-2023) which align with the Talent Roadmap priority sectors include technology, clean energy, skilled trades, aquaculture and will use a public/private foundation funding model.

The Hawaii Island Agricultural Partnership with the Hamakua Institute is working on the Hawaii Island Agriculture and Food System Study. This partnership will look at developing agriculture system maps consisting of geographic, stakeholder, and systems maps for Hawaii Island's agriculture system; value-added processing, identification of value-added processing infrastructure and need for the island; and a feasibility study for an innovation center which will assess the needs for an feasibility of creating an agricultural innovation center on the island. The Hawaii Island Food Alliance will develop food system maps which include geographic, stakeholder, and systems maps for Hawaii Island's food system; an Hawaii Island Food Action Plan which will be based on insights, needs, and opportunities from the study's data; and an Hawaii Island Food Emergency Action Plan based on insights, needs, and opportunities from the study's data.

Oahu's Engineering Partnerships seeks to build a streamlined and connected cradle-to-career STEM and engineering talent pipeline, improving the preparedness and increasing the number of students in the pipeline to meet Hawaii's engineering needs. Oahu's Health Sector Partnership has identified priority professions: Certified Nurse Aide, Nurse Aide/Home Health Aide, Phlebotomist, Medical Lab Technician, Medical Lab Scientist, and Licensed Practical Nurse. The partnership identified the impacts of clinical training closures as a result of the COVID-19 pandemic. All of the impacts negatively affect Hawaii's ability to meet current and future healthcare needs.

**If the state has received a small state minimum allotment exception to decrease the minimum out-of-school youth expenditure requirement, describe how the exception has impacted services provided to both in-school youth and out-of-school youth, including specific strategies for serving each population, as well as how the state and/or local area is ensuring serving out-of-school youth remains a priority.**

Hawaii has not received a small state minimum allotment exception.

**The state's performance accountability system, including:  
Any specific state performance measures or goals and progress towards meeting them.**

The State's Participant Information Management and Case Management, HireNet Hawaii produces the required federal reports and reports requested by local and state boards and local and state level workforce staff. Budget analysis provided by WDC's fiscal staff includes program results; fiscal and program results are reported to the state board. The WDC accounting staff produce monthly and quarterly expenditure reports statewide and by local areas. Quarterly expenditures and participant count and cost per participant are reported to the WDC at their quarterly meeting. Local area reports are included. The WDC meeting includes two representatives of each local areas: the chair of the LWDB and the designee of the Mayor, so they are aware of performance results and the current fiscal and budget status of their respective local areas.

Performance reports are also provided to the WDC 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 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.

The State achieved its targets for nearly all performance indicators in PY 2019. It did not, however, achieve targets for the Youth Program Credential Rate and the Wagner-Peyser Program Second Quarter Employment Rate. Performance outcomes in PY 2019 had showed a marked improvement over the previous program year. Tables 3, 4, and 5 show the statewide target and actual performance levels in PY 2018 and PY 2019 for WIOA Title I participants. Table 6 shows the statewide target and actual performance levels in PY 2018 and PY 2019 for WIOA Title III participants. The calculated performance scores and the number of participants (numerator) are shown for each program year.

**Table 3: Statewide Adult Program Performance Levels, Program Years 2018 and 2019**

| Indicator              | PY 18 Target | PY 18 Actual | PY 18 Score | PY 18 Participant | PY 19 Target | PY 19 Actual | PY 19 Score | PY 19 Participant |
|------------------------|--------------|--------------|-------------|-------------------|--------------|--------------|-------------|-------------------|
| Employment Rate, Q2    | 68.6%        | 44.2%        | 64.4%       | 72                | 69.6%        | 77.1%        | 110.8%      | 54                |
| Employment Rate, Q4    | 63.9%        | 66.7%        | 104.4%      | 90                | 64.9%        | 64.9%        | 99.9%       | 96                |
| Median Earnings        | \$5,250      | \$5,367      | 102.2%      | NA                | \$5,350      | \$6,309      | 117.9%      | NA                |
| Credential Rate        | 51.0%        | 62.5%        | 122.5%      | 60                | 52.0%        | 58.2%        | 111.9%      | 39                |
| Measurable Skill Gains | —            | 18.4%        | —           | 16                | —            | 20.6%        | —           | 21                |

Source: ETA-9169 Report via HireNet Hawaii

Note: Targets were not set for the Measurable Skill Gains performance indicator.

**Table 4: Statewide Dislocated Worker Program Performance Levels, Program Years 2018 and 2019**

| Indicator              | PY 18 Target | PY 18 Actual | PY 18 Score | PY 18 Participant | PY 19 Target | PY 19 Actual | PY 19 Score | PY 19 Participant |
|------------------------|--------------|--------------|-------------|-------------------|--------------|--------------|-------------|-------------------|
| Employment Rate, Q2    | 74.0%        | 49.5%        | 66.9%       | 48                | 75.0%        | 90.2%        | 120.3%      | 37                |
| Employment Rate, Q4    | 70.4%        | 65.6%        | 93.2%       | 61                | 71.4%        | 74.4%        | 104.2%      | 61                |
| Median Earnings        | \$7,000      | \$7,963      | 113.8%      | NA                | \$7,300      | \$9,108      | 124.8%      | NA                |
| Credential Rate        | 66.5%        | 65.3%        | 98.2%       | 32                | 67.0%        | 79.3%        | 118.4%      | 23                |
| Measurable Skill Gains | —            | 14.0%        | —           | 8                 | —            | 38.6%        | —           | 22                |

Source: ETA-9169 Report via HireNet Hawaii

Note: Targets were not set for the Measurable Skill Gains performance indicator.

**Table 5: Statewide Youth Program Performance Levels, Program Years 2018 and 2019**

| Indicator                                   | PY 18 Target | PY 18 Actual | PY 18 Score | PY 18 Participant | PY 19 Target | PY 19 Actual | PY 19 Score | PY 19 Participant |
|---|--------------|--------------|-------------|-------------------|--------------|--------------|-------------|-------------------|
| Employment, Education, or Training Rate, Q2 | 59.0%        | 59.1%        | 100.2%      | 52                | 60.0%        | 65.1%        | 108.4%      | 108               |
| Employment, Education, or Training Rate, Q4 | 55.9%        | 46.5%        | 83.2%       | 53                | 56.4%        | 67.2%        | 119.2%      | 39                |
| Median Earnings                             | —            | \$3,812      | —           | NA                | —            | \$4,128      | —           | NA                |
| Credential Rate                             | 61.1%        | 60.4%        | 98.9%       | 32                | 62.1%        | 45.2%        | 72.7%       | 14                |
| Measurable Skill Gains                      | —            | 13.9%        | —           | 44                | —            | 19.8%        | —           | 48                |

Source: ETA-9169 Report via HireNet Hawaii

Notes:

1. Reporting of the Youth Program’s Median Earnings to the federal government is not required.
2. Targets were not set for the Measurable Skill Gains performance indicator.

**Table 6: Statewide Wagner-Peyser Program Performance Levels, Program Years 2018 and 2019**

| Indicator           | PY 18 Target | PY 18 Actual | PY 18 Score | PY 18 Participant | PY 19 Target | PY 19 Actual | PY 19 Score | PY 19 Participant |
|---------------------|--------------|--------------|-------------|-------------------|--------------|--------------|-------------|-------------------|
| Employment Rate, Q2 | 59.7%        | 37.6%        | 62.9%       | 1,470             | 61.0%        | 58.0%        | 95.1%       | 1,657             |
| Employment Rate, Q4 | 58.0%        | 40.8%        | 70.3%       | 2,496             | 59.0%        | 61.3%        | 103.9%      | 1,869             |
| Median Earnings     | \$5,100      | \$6,047      | 118.6%      | NA                | \$5,200      | \$7,325      | 140.9%      | NA                |

Source: ETA-9169 Report via HireNet Hawaii

Tables 7, 8, and 9 break down the State's PY 2019 WIOA Title I performance levels by local areas. The actual level of performance and the number of participants are shown for each local area. The percentages for the Adult, Dislocated Worker, and Youth Programs need to be viewed with caution, because in most cases, the number of participants who achieved the employment or credential goal is low. For instance, the 100% achievement in earning a credential for the Adult Program in the Maui Local Area reflects one out of one participant. Most indicators in the Oahu Local Area and a few indicators in the Hawaii Island Local Area have high numbers of participants. Oahu carries most of the weight in achieving performance outcomes both in high percentages and in high participant numbers. The Kauai and Maui Local Areas are the weakest areas in terms of low to zero numbers of participants who achieve outcome goals. Across all programs, all the local areas need to improve on achieving measurable skill gains.

For the Adult Program in PY 2019, Oahu had 30 participants (76.9%) who held employment within six months of program exit; 32 participants (72.7%) who held employment within 12 months of program exit; 25 participants (65.8%) who earned a credential; and 8 participants (16.3%) who gained a measurable skill. Median earnings among Oahu participants was \$7,993. Hawaii Island had 13 participants (81.3%) who held employment within six months of program exit; 53 participants (58.2%) who held employment within 12 months of program exit; 13 participants (68.4%) who earned a credential; and 13 participants (32.5%) who gained a measurable skill. Median earnings among Hawaii Island participants was \$4,645. Kauai had 11 participants (73.3%) who held employment within six months of program exit and 9 participants (81.8%) who held employment within 12 months of program exit. Kauai had 9 participants who were working toward earning but did not earn a credential and 12 participants who were working toward gaining but did not gain a measurable skill. Median earnings among Kauai participants was \$4,259. Maui had 2 participants who held employment within 12 months of program exit and only 1 participant who earned a credential. Maui had 0 participants who were working toward securing employment within six months of program exit and only 1 participant who was working toward gaining but did not gain a measurable skill.

For the Dislocated Worker Program in PY 2019, Oahu had 19 participants (90.5%) who held employment within six months of program exit; 21 participants (95.5%) who held employment within 12 months of program exit; 14 participants (87.5%) who earned a credential; and 13 participants (44.8%) who gained a measurable skill. Median earnings among Oahu participants was \$10,127. Hawaii Island had 7 participants (87.5%) who held employment within six months of program exit; 27 participants (62.8%) who held employment within 12 months of program exit; 8 participants (72.7%) who earned a credential; and 8 participants (40%) who gained a measurable skill. Median earnings among Hawaii Island participants was \$5,788. Kauai had 5 participants (83.3%) who held employment within six months of program exit and three (3) participants (100%) who held employment within 12 months of program exit. Kauai had only one (1) participant who was working toward earning but did not earn a credential and four (4) participants who were working toward gaining a measurable skill but only one (1) participant gained a measurable skill. Median earnings among Kauai participants was \$13,462. Maui had six (6) participants (100%) who held employment within six months of program exit; 10 participants (71.4%) who held employment within 12 months of program exit; and only one (1) participant who earned a credential. Maui had four (4) participants who were working toward gaining but did not gain a measurable skill. Median earnings among Maui participants was \$12,107.

For the Youth Program in PY 2019, Oahu had 67 participants (58.8%) who had employment, education, or training within six (6) months of program exit; 22 participants (64.7%) who had employment, education, or training within 12 months of program exit; seven (7) participants (50%) who earned a credential; and 31 participants (23.7%) who gained a measurable skill. Median earnings among Oahu participants was \$4,130. Hawaii Island had 29 participants (85.3%) who had employment, education, or training within six (6) months of

program exit; 14 participants (70%) who had employment, education, or training within 12 months of program exit; seven (7) participants (43.8%) who earned a credential; and nine (9) participants (13.9%) who gained a measurable skill. Median earnings among Hawaii Island participants was \$4,607. Maui had 12 participants (66.7%) who had employment, education, or training within six (6) months of program exit; three (3) participants (75%) who had employment, education, or training within 12 months of program exit; and eight (8) participants (17.4%) who gained a measurable skill. Maui had one (1) participant who was working toward earning but did not earn a credential. Median earnings among Maui participants was \$3,095. State and County workforce professionals have been working to build the capacity of the provider on Kauai, so there is still no youth data for Kauai.

**Table 7: Local Area Adult Program Performance Levels Comparison, Program Year 2019**

| Indicator              | Statewide Actual | Statewide Participant | Hawaii Actual | Hawaii Participant | Kauai Actual | Kauai Participant | Maui Actual | Maui Participant | Oahu Actual | Oahu Participant |
|------------------------|------------------|-----------------------|---------------|--------------------|--------------|-------------------|-------------|------------------|-------------|------------------|
| Employment Rate, Q2    | 77.1%            | 54                    | 81.3%         | 13                 | 73.3%        | 11                | 0.0%        | 0                | 76.9%       | 30               |
| Employment Rate, Q4    | 64.9%            | 96                    | 58.2%         | 53                 | 81.8%        | 9                 | 100.0%      | 2                | 72.7%       | 32               |
| Median Earnings        | \$6,309          | NA                    | \$4,645       | NA                 | \$4,259      | NA                | \$0         | NA               | \$7,993     | NA               |
| Credential Rate        | 58.2%            | 39                    | 68.4%         | 13                 | 0.0%         | 0                 | 100.0%      | 1                | 65.8%       | 25               |
| Measurable Skill Gains | 20.6%            | 21                    | 32.5%         | 13                 | 0.0%         | 0                 | 0.0%        | 0                | 16.3%       | 8                |

Source: ETA-9169 Report via HireNet Hawaii

**Table 8: Local Area Dislocated Worker Program Performance Levels Comparison, Program Year 2019**

| Indicator              | Statewide Actual | Statewide Participant | Hawaii Actual | Hawaii Participant | Kauai Actual | Kauai Participant | Maui Actual | Maui Participant | Oahu Actual | Oahu Participant |
|------------------------|------------------|-----------------------|---------------|--------------------|--------------|-------------------|-------------|------------------|-------------|------------------|
| Employment Rate, Q2    | 90.2%            | 37                    | 87.5%         | 7                  | 83.3%        | 5                 | 100.0%      | 6                | 90.5%       | 19               |
| Employment Rate, Q4    | 74.4%            | 61                    | 62.8%         | 27                 | 100.0%       | 3                 | 71.4%       | 10               | 95.5%       | 21               |
| Median Earnings        | \$9,108          | NA                    | \$5,788       | NA                 | \$13,462     | NA                | \$12,107    | NA               | \$10,127    | NA               |
| Credential Rate        | 79.3%            | 23                    | 72.7%         | 8                  | 0.0%         | 0                 | 100.0%      | 1                | 87.5%       | 14               |
| Measurable Skill Gains | 38.6%            | 22                    | 40.0%         | 8                  | 25.0%        | 1                 | 0.0%        | 0                | 44.8%       | 13               |

Source: ETA-9169 Report via HireNet Hawaii

**Table 9: Local Area Youth Program Performance Levels Comparison, Program Year 2019**

| Indicator                                   | Statewide Actual | Statewide Participant | Hawaii Actual | Hawaii Participant | Kauai Actual | Kauai Participant | Maui Actual | Maui Participant | Oahu Actual | Oahu Participant |
|---|------------------|-----------------------|---------------|--------------------|--------------|-------------------|-------------|------------------|-------------|------------------|
| Employment, Education, or Training Rate, Q2 | 65.1%            | 108                   | 85.3%         | 29                 | —            | —                 | 66.7%       | 12               | 58.8%       | 67               |
| Employment, Education, or Training Rate, Q4 | 67.2%            | 39                    | 70.0%         | 14                 | —            | —                 | 75.0%       | 3                | 64.7%       | 22               |
| Median Earnings                             | \$4,128          | NA                    | \$4,607       | NA                 | —            | NA                | \$3,095     | NA               | \$4,130     | NA               |
| Credential Rate                             | 45.2%            | 14                    | 43.8%         | 7                  | —            | —                 | 0.0%        | 0                | 50.0%       | 7                |
| Measurable Skill Gains                      | 19.8%            | 48                    | 13.9%         | 9                  | —            | —                 | 17.4%       | 8                | 23.7%       | 31               |

Source: ETA-9169 Report via HireNet Hawaii

Note: Youth data are not available for the Kauai Local Area.

**Any performance deficiencies on the primary indicators of performance, which may include descriptions of any factors impacting performance.**

Deficiencies in PY 2019 are in two indicators: (1) the Youth Program Credential Rate and (2) the Wagner-Peyser Program Second Quarter Employment Rate.

**The state’s common exit policy, including which ETA-funded partner programs are included in the state’s common exit policy.**

Hawaii implements a “common exit” policy, which has not changed since the previous program year, for participants who are co-enrolled in the following programs:

- Adult, Dislocated Worker, and Youth programs (WIOA Title I)
- Wagner-Peyser Employment Service programs (WIOA Title III)

- Trade Adjustment Assistance programs

The common exit policy requires participants who are co-enrolled in at least two of the programs listed above to exit when the participant has not received WIOA services for 90 days with no future services planned for all enrolled programs.

**Negotiated performance levels for local areas for titles I and III core programs for programs years 2018 and 2019.**

**Table 10: Adult Program Negotiated Performance Levels, Program Years 2018 and 2019**

| <b>Indicator</b>    | <b>PY 18</b> | <b>PY 19</b> |
|---------------------|--------------|--------------|
| Employment Rate, Q2 | 68.6%        | 69.6%        |
| Employment Rate, Q4 | 63.9%        | 64.9%        |
| Median Earnings     | \$5,250      | \$5,350      |
| Credential Rate     | 51.0%        | 52.0%        |

**Table 11: Dislocated Worker Program Negotiated Performance Levels, Program Years 2018 and 2019**

| <b>Indicator</b>    | <b>PY 18</b> | <b>PY 19</b> |
|---------------------|--------------|--------------|
| Employment Rate, Q2 | 74.0%        | 75.0%        |
| Employment Rate, Q4 | 70.4%        | 71.4%        |
| Median Earnings     | \$7,000      | \$7,300      |
| Credential Rate     | 66.5%        | 67.0%        |

**Table 12: Youth Program Negotiated Performance Levels, Program Years 2018 and 2019**

| <b>Indicator</b>                            | <b>PY 18</b> | <b>PY 19</b> |
|---|--------------|--------------|
| Employment, Education, or Training Rate, Q2 | 59.0%        | 60.0%        |
| Employment, Education, or Training Rate, Q4 | 55.9%        | 56.4%        |
| Credential Rate                             | 61.1%        | 62.1%        |

**Table 13: Wagner-Peyser Program Negotiated Performance Levels, Program Years 2018 and 2019**

| <b>Indicator</b>    | <b>PY 18</b> | <b>PY 19</b> |
|---------------------|--------------|--------------|
| Employment Rate, Q2 | 59.7%        | 61.0%        |
| Employment Rate, Q4 | 58.0%        | 59.0%        |
| Median Earnings     | \$5,100      | \$5,200      |

**The state’s approach to data validation and ensuring data integrity, including a description of the methodology of any validation activities that occurred.**

Hawaii’s data validation policies and procedures have not changed since the previous program year. WDC issued WIOA Bulletin 29-19, WIOA Data Validation Policies and Procedures on May 9, 2019. The policy is available at this link: <https://labor.hawaii.gov/wdc/files/2019/05/Final-Signed-WIOA-Bulletin-29-19-Data-Validation-5.9.19.pdf>. Attachment 1 of the policy is available at: <https://labor.hawaii.gov/wdc/files/2019/05/WIOA-Bulletin-29-19-Attachment-I.pdf>. The WDC data validation policy ensures that supporting documentation for verification are maintained in hard-copy (paper) form

associated with every participant. Reported data in documentation must be cross matched in a database system, certified by the participant's signature, corroborated by the participant's case manager in case notes, and stored in electronic records in the State's management information system. Standardized codes are required to be associated with inputted data. For instance, the letters "DW" is code that refers to the Dislocated Worker program. Entering and storing standardized codes contributes to data integrity as it provides consistency in data collection and minimizes errors. A standard checklist form has been created for use by data validation teams when they carry out checks on a sample of participants' files. Teams can check whether each data element passes or fails the requirements specified in the checklist. Local boards and WIOA providers are encouraged to conduct periodic reviews of a sample of files throughout each program year.

Due to the impact of the COVID-19 pandemic, the PY 2019 program and financial management monitoring and data validation were conducted remotely from July 6 to September 4, 2020. Monitoring and validation covered the local areas' administrative costs and the WIOA Adult, Dislocated Worker, and Youth Programs. The Local Boards were asked to send samples of physical files of participants to the WDC office, where program staff had the opportunity to review the participants' files. The required data validation elements were validated by comparing HireNet printouts for selected participants to the elements in their physical files. Final monitoring reports were sent to the Local Boards in November 2020. The Local Boards have the opportunity to respond to findings by January 13, 2021.

**Activities provided by Governor's state allotment funds:**

**Activities provided with the funds reserved by the Governor, which can be up to 15% of the state's allotment. In this section of the narrative, states many describe activities undertaken in whole or in part with their Governor's Reserve and how those activities have directly or indirectly impacted performance.**

The Governor's reserve was used to support WDC staff who provide services to the Council and the Council's eight committees 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, managed the Re-employment Services Integration Dislocated Worker Grant and was a member of the On-line Workforce Referral System taskforce, is a liaison with the system's vendor, Geographic Solutions, and provides training and technical assistance to Title I staff and the AJCs. The Data Coordinator is responsible for submitting all required federal performance reports and submitting requests for the State Wage Interchange System (formerly the Wage Record Interchange System) and to ensure the transition into new systems. For example, the implementation of case management system updates, the transition to SWIS, the implementation of the new Eligible Training Provider module, and the procurement of the case management system.

Staff are also the WDC liaison to LWDB staff to serve as a grant resource, review program and fiscal reports, make recommendation on corrective action, perform program monitoring, provide training and orientation to LWDB staff and board members, review annual budget plan and local area plans, draft contracts with local

areas, draft Requests for Proposals (RFP) and contracts with vendors, and ensure compliance with those contracts.

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; providing technical assistance to local areas; 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. The Coordinator also leads the Business Services Teams at the AJCs and implements the state's Business Services Framework Plan and the Employer Outreach and Engagement Strategies and develops technical assistance for the teams. During emergencies, with the assistance of other program staff, the Coordinator leads the National Dislocated Worker Grant programs which are usually administered through the local areas.

WDC staff also write responses to discretionary grants, submit reports, review budget, financial, and expenditure reports.

**Rapid response activities and layoff aversion, which may include:**

**Data on number of companies served and number of individuals served.**

Approximately 30,462 individuals in total were affected by mass layoffs or business closings from July 2019 to June 2020. Mass layoffs or business closings were reported in Worker Adjustment and Retraining Notification (WARN) notices or news reports from 144 employers. The Oahu Local Area was hardest hit with less than 70% of the total affected individuals living on Oahu. A smaller share of affected individuals live on Hawaii Island and Maui. The Kauai Local Area sustained the smallest number of affected individuals out of all the local areas.

There were only six (6) rapid response sessions conducted for affected individuals. All of the sessions occurred before the pandemic in 2019 and in the first month of 2020. Due to logistics, difficulties in reaching the right contact at the employer, the statewide emergency proclamation, and the unique circumstance of the pandemic, rapid response assistance could not be carried out. Many WARN notices were submitted after the fact when employees had been laid off or furloughed. The Governor's Sixth Supplementary Proclamation waived WARN notice requirements, deadlines, and penalties. The pandemic created an unusual circumstance in which rapid response assistance is not usually provided. Despite the challenges posed by the pandemic, AJC Rapid Response Teams contacted employers about rapid response assistance and sent information packets.

**Hawaii County Rapid Response**

The Hawaii Island Local Area AJC Rapid Response Team contacted 32 employers in response to receiving WARN notices or news reports. The AJC Rapid Response Team sent information about rapid response and the Dislocated Worker survey questionnaire forms to the employers. Only four (4) affected individuals enrolled in a WIOA program.

With acceptance from Macy's Waikoloa, the Hawaii Island AJC Rapid Response Team met with five former Macy's employees on January 31, 2020. The WDD RESEA Coordinator, WIOA specialists from the WIOA Adult and Dislocated Worker Programs, and the County of Hawaii attended the meeting. One employee chose to transfer to the Macy's Kona store while the other four were encouraged to contact the AJC for job search and employment assistance.

Two labor unions had employees who were affected by layoffs. Local 5 represented employees from Waikoloa Beach Marriot Resort and Spa and Royal Kona Resort. The International Longshore Warehouse Union (ILWU) Local 142 had employees who were being laid off.

## **Kauai Rapid Response**

Rapid response operations could not be implemented for the Kauai Local Area until there was a contract between the County and the State. A Memorandum of Understanding (MOU) between the WDC and the Kauai LWDB was signed in March 2020. A contract between the Workforce Development Division (WDD) and the Kauai LWDB was completed in August 2020. In the contract, the WDD will provide rapid response assistance to affected employees on Kauai. While the MOU and the contract were being negotiated, the Kauai LWDB responded to WARN notices from 18 employers. The Kauai Local Area had the least number of affected employees out of all four local areas.

## **Maui Rapid Response**

A new Rapid Response Coordinator was hired on March 27, 2020 to lead the Maui Local Area AJC Rapid Response Team. A second person was hired as an Emergency Support Hire. Both persons were trained. The Rapid Response Coordinator has been working closely with the Executive Director of the Maui LWDB to learn how to support dislocated workers and employers. No rapid response assistance was provided to employers. But the Maui AJC Rapid Response Team did contact employers after receiving WARN notices or news reports. Labor unions were represented for four (4) hotels and Meadow Gold.

## **Oahu Rapid Response Activity**

The Oahu Local Area AJC Rapid Response Team received WARN notices or news reports from 106 employers. Ninety-three employers had notices of mass layoffs or business closings from January to June 2020. This local area was hardest hit with 21,288 affected employees. Rapid response assistance was provided in 2019 to five employers: TJ Mahoney Hale, DFS Hawaii, BAE Systems, Honolulu Academy of Art, and Kakaako Kitchen. No rapid response assistance was provided in 2020, but information on rapid response was sent to employers. Twenty employers making up mostly hotels, a few private companies, and the HMSHost Daniel K. Inouye International Airport had labor union representation.

## **Discussion of strategies for linking Rapid Response recipients to American Job Centers and processes for intake or co-enrollment in the Trade Adjustment Assistance and Dislocated Worker programs.**

The WDC has issued WIOA Bulletin 39-20, “Statewide Rapid Response Standard Operating Procedure Manual,” on August 25, 2020. The policy is available at this link: <https://labor.hawaii.gov/wdc/files/2020/08/Rev-Final-Signed-WIOA-Bulletin-39-20-Rapid-Response-Standard-Operating-Procedures-Manual-8.25.2020.pdf>. Attachment 1 of the policy (the Rapid Response SOP Manual) is available at: <https://labor.hawaii.gov/wdc/files/2020/08/Attachment-1-RapidResponse-SOPManual-v1.2.0-8.24.2020.pdf>. Other attachments cover the rapid response business process, a revised dislocated worker questionnaire, and a revised rapid response event summary report. Copies of these other attachments are available in the Rapid Response SOP Manual (Attachment 1). WIOA Bulletin 39-20 rescinds WIOA Bulletin 31-19, “Statewide Rapid Response/Layoff Aversion Policies and Procedures,” issued July 3, 2019.

### **Coordination and Delivery of Rapid Response Services**

#### **1. Local Rapid Response Teams**

Designated rapid response teams operate out of local AJCs to plan and conduct activities and services. Local teams will have a wide range of expertise and working knowledge of Hawaii’s business environment and the local community and will collaborate and work jointly with the AJC’s business services team.



a. Rapid Response Team Composition

The local team shall include at least three (3) representatives from the local AJC, including a designated Team Leader, an employment consultant, and a member of the local business services team. A local WDB member and certified financial planner are also recommended.

b. Rapid Response Team Leader Responsibilities are to:

- i. Collaborate with the Statewide Rapid Response Coordinator (Coordinator) to plan and deliver rapid response activities;
- ii. Collaborate with co-located WIOA partners to cross-train Team members for the purposes of co-enrolling dislocated workers into programs for which they are eligible;
- iii. Coordinate mandatory and core partners and other relevant service providers in the delivery of rapid response services;
- iv. Gain commitment from at least one company manager to attend the scheduled session. The manager should be familiar with the company's policies, employee demographics, benefits, severance packages, and separation details, and be able to answer company-specific questions;
- v. Know their county language assistance policies and provide language assistance service and special accommodations as needed;
- vi. Ensure that outreach and educational materials are up-to-date and ready for distribution;
- vii. Prepare session agenda;
- viii. Ensure that participant data is entered in HireNet Hawaii; and
- ix. Submit the "Rapid Response Event Summary Report" to the WDC within three (3) business days of a completed session.

2. Responding to Layoff Notifications

Rapid response activities are triggered by receipt of a Worker Adjustment and Retraining Notification (WARN) or through other sources, such as media reports, employees, or labor unions.

- a. After confirming a dislocation event and/or WARN details, the Rapid Response Team Leader will contact the employer.
- b. If the business chooses to accept rapid response assistance, The Team Leader will send a dislocated worker questionnaire for distribution to affected employees. Businesses will be asked to return the surveys to the Team Leader within one week.
- c. The Team Leader will use the employee responses to coordinate delivery of services with rapid response partners: Unemployment Insurance Unit, the Wagner-Peyser provider, Trade Adjustment Assistance (TAA) representatives, Division of Vocational Rehabilitation, business outreach specialists, local business and industry groups, the university and community college system, the Small Business Administration, mental health counselors, economic development agencies, community and faith-based organizations, migrant farmer programs, libraries, Chambers of Commerce, and private outplacement firms.
- d. Rapid response sessions should be conducted no earlier than two weeks prior to the announced layoff date and at a time and place that is convenient for the business and its dislocated employees. In some cases, the team may need to schedule multiple sessions to reach all shift-employees and those who work in different locations.

WDC requires that AJCs determine eligibility for participants in the Disaster Recovery National Dislocated Worker grant. Participants must also be co-enrolled in the Dislocated Worker program. AJC staff determine eligibility, conduct assessments, with the participant, create Individual Employment Plans and determine

referrals to disaster recovery jobs and work sites. The staff also determine any supportive service needs and other training needs.

**Discussion on layoff aversion strategies, including any metrics/outcomes developed and/or tracked by the state with response to layoff aversion, such as return on investment or measures showing the economic benefits of Rapid Response and layoff aversion.**

### **Business Outreach / Identifying Rapid Response Prospects**

There are many publications and industry resources to help identify businesses that may benefit from rapid response and layoff aversion strategies. Rapid response teams and business services teams and AJC partners are encouraged to explore and monitor the resources below:

- Local Resources: *Pacific Business News*, *Honolulu Star-Advertiser*, *Hawaii Tribune Herald*, *West Hawaii Today*, *The Garden Isle*, Initial Unemployment Insurance Claims, Monthly Labor Market Information (LMI), [WARN Layoff Reports and](#) rapid response quarterly and annual reports;
- National Resources: Market Place Podcast, *Wall Street Journal*, *USA News*, *Dun & Bradstreet* for information on commercial credit as well as reports on businesses, Google searches and alerts for key terms “layoffs,” “job loss,” “WARN”, and others;
- Trade association publications; and
- [Trade Adjustment Assistance Petition Determinations](#) located on the USDOL website.

### **Developing and Maintaining Partnerships**

Partnerships strengthen accountability, communication, professional development, and provide timely access to needed services. Effective rapid response teams and their networks of community partners deliver in-person services to impacted individuals and groups. A virtual/online session may be arranged upon request from the impacted business.

Active participation and cooperation by unions and other worker representatives also contribute to greater levels of acceptance, trust, and utilization of services. If a union is involved, the Rapid Response Team Leader will contact a representative to confirm the layoff details and to offer rapid response services. If services are accepted, the union and the Team Leader will coordinate state, county, and community resources, and establish a logical sequence of activities to assist dislocated workers in successful re-employment.

**Discussion on how Rapid Response and layoff aversion activities are aligned with business engagement, sector strategy, and career pathways efforts, which may include a discussion of any systems, tools, networks or approaches designed to identify companies in distress and strategies to deliver necessary solutions as early as possible, as well as outcomes of the use of such systems or tools.**

A key role of rapid response and business engagement teams, and members of the LWDBs is to engage area businesses and employers to identify and implement appropriate layoff aversion strategies.

Implementing layoff aversion strategies require wide-ranging partnerships, effective data collection, early warning systems, and substantial strategic planning. The benefits derived from preventing layoffs or minimizing the duration of unemployment are undeniable. Layoff aversion saves jobs, increases economic productivity, decreases the negative impacts of unemployment, and ensures more resources are available to provide comprehensive services to individuals with the greatest needs.

Incorporating layoff aversion into rapid response infrastructure requires a team philosophy that embraces prevention, and a work environment that promotes, seeks, and generates opportunities to avert layoffs. Rapid response teams must be well-trained and knowledgeable, and able to offer a range of solutions and possibilities.

The most important partner in any effective layoff aversion effort is a willing and engaged employer. The benefits of strong employer engagement are felt throughout the community. They include:

- For employers—retaining a known and reliable worker can save costs associated with severance, recruiting, training, and orienting a new employee, prevent increases to their unemployment tax rates, and mitigate intangible costs such as avoiding a plunge in post-layoff morale among remaining workers;
- For workers—retaining an existing job or quickly transitioning to a new one maintains financial stability and allows workers to continue building experience with fewer gaps in employment;
- For state and local workforce areas—averting layoffs demonstrates critical value within a transitioning economy and provides support to economic development; and
- For communities—averting layoffs is far less disruptive and costly than providing food, health care, and other emergency services to financially strained residents. Layoff aversion also minimizes the loss of revenues from lower spending, and even the loss of property taxes associated with high home foreclosure rates that may result from dislocation.

#### **Discussion of specific types of services or workshops provided to both companies and affected workers.**

After an announcement is made that a business is closing or after receipt of a WARN notice, the Statewide Rapid Response Coordinator contacts the employer and outlines the services available to the employer and the employees. If the employer agrees, the Coordinator and appropriate members of the Rapid Response and business services teams meet on-site with the employer. To assist in planning employee events, the employer is asked to distribute surveys to employees so the Team can design the event knowing the needs of the employees. Rapid Response sessions are scheduled; rapid response laptop computers and WiFi hotspots (if available) are set up at the sessions to facilitate dislocated worker registration on HireNet Hawaii and to access the Unemployment Insurance website.

Rapid Response sessions run about two hours and include, but are not limited to:

- A review of the agenda;
- An introduction of the presenters and Team members;
- Explanation of rapid response activity and its goal of rapid re-employment;
- A “Thank You” for filling out the Dislocated Worker Survey—the responses helped the rapid response team plan the session;
- A review of HireNet Hawaii—the primary tool for accessing the AJC re-employment programs and services, and for claiming unemployment benefits;
- A review of unemployment insurance benefits—how to file for and maintain weekly benefits; (information provided either by Unemployment Insurance staff member or embedded You Tube video);
- AJC resources, programs, and services;
- Time for questions and answers;
- Time for on-site HireNet Hawaii registration; and
- Time to schedule participant follow-up appointments at the AJC.

## Session Sign-in Sheet

- a. For data entry purposes, the following information is collected from each session participant:
- b. First and last name;
- c. Address; city; state; zip code;
- d. Email address;
- e. Phone number;
- f. Last 4 digits of social security number;
- g. Birthdate; and
- h. Veteran status.

## Session Evaluation

At the end of every rapid response session, an employer satisfaction survey is distributed to each attendee. An employer satisfaction survey is given to the business owner/manager who attended. The Team is responsible for collecting all surveys before leaving the property.

No later than three business days following a completed rapid response session, participant data and session feedback are entered into HireNet Hawaii, along with any other relevant data collected. Each participant case file tagged with an assigned event code.

Each Rapid Response session is assigned a code in HireNet Hawaii to track attendees who attended Rapid Response sessions and then received services. Teams are responsible for submitting event summary reports which include the following information: company name, industry, session date, location and address of the session, number of attendees; county and community partners in attendance; services and programs of interest, the number of follow up appointments scheduled for the AJC and use of resources, unusual circumstances or questions, suggested improvement for next session, and names of AJC staff members who facilitated the session.

Due to COVID-19 , the sessions have been moved to a virtual format. Participants who are interested in receiving services are provided sessions either virtually or on the phone. AJCs are generally closed to the public but are serving participants by appointments. Additionally, sessions are posted on YouTube for access by employees not able to attend the initial virtual session. Because the sessions include the faces of attendees, the posted videos are only available to personnel of the business. WDC plans to post generic Rapid Response videos prepared by the AJCs. The Governor's executive orders suspended the requirement for unemployment insurance beneficiaries to register on HireNet and conduct a work search; and the normal 90-day advance notice for WARNs. Due to this exemption, employees are often laid-off before receiving Rapid Response services and fewer individuals are referred to HireNet Hawaii and the AJCs.

**Any National Dislocated Worker Grants (DWGs) awarded to or within the state and how those funds are coordinated with the state rapid response activities and dislocated workers programs, as well as how the DWGs fit in with state co-enrollment policies and disaster/emergency management activities, as applicable.**

The WDC had closed out two (2) National Dislocated Worker Grants, "HI Disaster: Severe Storms April 2018," (grant no. EM-32242-18-60-A-15) and "HI Disaster: Hawaii Volcano Eruption," (grant no. EM-32250-18-60-A-15). Both of these grants started in May 2018 and ended in September 2020. The Severe Storms Grant was implemented in Kauai County, and the State used \$295,685.23 out of the total \$500,000 award amount to

implement activities. The Hawaii Volcano Grant was implemented in Hawaii County, and the State used all of the total \$1,166,666 award amount to implement activities. Funds from these two grants were used to provide temporary employment opportunities to assist with clean-up, recovery, and humanitarian efforts for dislocated workers. More information about the Severe Storms and Hawaii Volcano Grants can be found in the PY 2018 Annual Report.

The WDC was awarded two new National Dislocated Worker Grants to respond to the effects of the COVID-19 pandemic. The “COVID-19 Hawaii Employment Recovery National Dislocated Worker Grant” has a total amount of \$1.5 million and is to be performed from April 1, 2020 to June 30, 2022. The “COVID-19 Hawaii Disaster Recovery National Dislocated Worker Grant” also has a total amount of \$1.5 million and is to be performed in the same time period as the Employment Recovery Grant. As these two projects have just started, no details can be provided at this time.

As reported in an earlier section, WDC requires that participants in the Disaster Recovery grants are co-enrolled in the Dislocated Worker program. WDC requires that AJCs determine eligibility for participants in the Disaster Recovery National Dislocated Worker grant. AJC staff determine eligibility, conduct assessments, with the participant create Individual Employment Plans and determine referrals to disaster recovery jobs and work sites. The staff also determine any supportive service needs and other training needs.

#### **Any technical assistance needs of the state workforce system.**

On August 27, 2020, WDC submitted a request for technical assistance for the following:

##### WIOA Training for New Providers

The Local WDBs have contracted new service providers needing more WIOA background and exposure to best practices in order to better understand the program, its purpose and potential impact to communities. There is a strong need to address how to achieve goals in an unprecedented virtual world where the target populations are falling behind due to limited digital skills and access to technology and internet service. Additionally, the local areas have worked with service providers to educate them on WIOA programs and services, established policies and procedures, answered questions and encouraged provider to perform required services. There seems to be a steep learning curve after decades of having only one main service provider offer services throughout the State. Local areas are looking for ways to fill the gap during the transition of brining on new service providers.

The local areas specifically requested technical assistance with providing virtual training and consulting on:

- Outlining the service provider’s role and responsibility in carrying out the purpose and mission of the WIOA Title I Adult and Dislocated Worker programs;
- Work Experience options and opportunities such as Incumbent Worker Training and OJT. What are the defined roles, responsibilities and the requirements for contracts between the local area and providers;
- Strategies to overcoming obstacles such as limited ETPs, limited resources, and now new health rules and regulations; and
- Entrepreneurial options for those that have lost their jobs and need to generate income.

This request is pending response from USDOL ETA.

##### Improving Business Engagement and Services Training

USDOL ETA will be providing virtual technical assistance for business engagement, layoff aversion, and best practices on December 10, 2020. This is a combined training session with Nevada. Best practice models will be shared by Career Source Florida and North Carolina Department of Commerce. The session will be facilitated by Jeff Ryan, Business Engagement Specialist, USDOL.

**Promising practices, lessons learned, and success stories that focus on serving employers, communities, and individuals with barriers to employment, including information based on the state’s evaluation and related research projects. This discussion should cover a broad range of at-risk and priority populations served, including out-of-school youth, low-income adults, dislocated workers, individuals who are basic skills deficient, individuals with limited language proficiency, and individuals with disabilities, veterans, the long-term unemployed, and any other individuals with barriers to employment, or other populations the state may wish to discuss.**

## **Statewide Success Stories**

### **HAWAII COUNTY**

#### **Naomi Marks – Co-Enrolled in Adult and Dislocated Worker Programs**

Naomi Marks was laid off from her previous job and was referred to the AJC by the Unemployment Insurance Office. She had not worked in a few months and expressed the interest to change her career to a more stable well-paying job. Knowing that she needed training, Naomi enrolled in a health-care administration program at one of Hawaii’s Eligible Training Providers in January 2020. MedCerts provided the training program in an online format that allowed Naomi to learn the lessons from home. An AJC case manager further assisted Naomi in finding new employment. And in May 2020, Naomi secured employment as a case manager at Going Home Hawaii, a non-profit organization that provides services to ex-offenders. She completed her training on July 8, 2020, earning a Certificate of Completion. She will then take the Certified Professional Coder examination in the near future.

#### **Ken Hupp – Co-Enrolled in Adult and Dislocated Worker Programs**

Ken Hupp, a local radio personality, had lost his job in March 2020, due to the COVID-19 pandemic. He was shocked that he was being furloughed. But when one door closes, another door opens. Ken saw the opportunity to pursue his passion – to take care of the elderly. Through word of mouth of learning about WIOA from community outreach efforts, he decided to get assistance at the AJC the following month. Knowing exactly what he wanted, Ken enrolled in the Certified Nursing Assistant (CNA) program at the Hawaii Institute of Healthcare and Training Services, another Eligible Training Provider. After two months of training that started in July, Ken earned the CNA Certificate of Completion. He will now prepare and take the CNA examination, which will give him a state license to be a Certified Nursing Assistant. Ken said, “This program is the hope that we all need during this time. I am glad to have completed my goal, and I’m excited to become a licensed C-N-A!”

#### **Austin Younce – Youth Program**

Austin Younce graduated high school in May 2018. Not knowing what he wanted to do, he enrolled in the WIOA Youth Program where he received guidance to explore a few options. Austin was interested in obtaining a degree in Commercial/Residential Engineering and started taking classes at Hawaii Community College. He completed his first semester but decided to pursue an employment track instead of an education track. Austin attended several Job Readiness Training classes to help him understand what employers expect of workers and how to seek employment. He participated in the Work Experience Program where he was able to work part time

as a trainee at the Hawaii County Parks and Recreation Department. He enjoyed working with the County that he wanted to continue on a full-time basis. His supervisor and colleagues encouraged him to apply for a regular employee position. However, Austin could not apply at the time, due to a County hiring freeze. AJC staff continued to assist Austin to find other jobs. With help from the AJC, he secured a full-time delivery driver position at the Hilo Goodwill Store on January 20, 2020. Austin continues to be employed at the Hilo Goodwill Store.

## **KAUAI**

### **Leimana Kualii – Adult Program**

Leimana Kualii, a wife and a mother, had been out of the labor force for more than nine years to raise a family. After seeing her children off to school, Leimana made a decision to return to work. But after such a long period of not working for pay, she quickly noticed how she had been left behind in not having computer skills. Eager to adapt and rejoin the workforce, Leimana walked into the Kauai AJC in 2019. There she introduced herself and expressed that she started working in an office right after high school, but that situation had changed when she got married and had children.

After meeting with her case manager at the AJC, Leimana was enrolled in the WIOA Adult Program. She accepted to take the Basic Office Skills Training course, a QuickBooks course, and other courses at the Kauai Community College (KCC) Office of Continuing Education (OCE). Once she returned to school, she talked with her classmates and realized that she shared similar challenges with her classmates. She had a positive feeling about having the opportunity to learn again. Her instructor motivated her from the first class meeting. Leimana refreshed her knowledge on using the latest office machines, carrying out basic techniques in file management, and following grammar rules for business writing. She further enhanced her keyboarding and computer skills. After completing all required coursework, Leimana received four certificates and proudly includes them on her resume.

Leimana obtained full-time employment as a family service worker at a non-profit organization, where she visits homes to support the needs of children. Her new job allows her to use the knowledge and skills that she had learned. She is grateful to have taken the first step. “Just having that basic skill to start investing in myself again has made all the difference,” she wrote. Born and raised on Kauai from a low-income household who grew up around drugs, she further explained that no one told her to go on to higher education. She wrote, “You would be lucky if you made it to [age 21] without getting arrested.” She did everything to stay out of trouble. Leimana is thankful for the Adult Program and went on to say, “It surely has made an impact on my life.”

## **MAUI**

### **Kelly Ruidas – Co-Enrolled in Dislocated Worker and Trade Adjustment Assistance Programs**

Kelly Ruidas was a mechanic who had been laid off on September 23, 2016, after 19 years of employment at the Hawaiian Commercial and Sugar Company (HC&S). Maui AJC staff supported Kelly throughout his layoff transition and worked with him to create an individualized program plan. Staff assisted Kelly in setting measurable objectives toward finding alternative employment opportunities and in identifying opportunities to further his education. To achieve his goal in obtaining a degree in public administration, Kelly received financial assistance for required courses that he took at UH West Oahu and Leeward Community College. He completed his last course on August 14, 2020. Kelly’s follow-on goal is to obtain a full-time position with a government agency. He saw his job loss as a blessing in disguise and a pathway to a new beginning. Kelly’s story is proof and a testament that even during these unchartered times, one can achieve success.

## **OAHU**

### **Shane Patricio – Youth Program**

Shane Patricio was a student at Farrington High School when he enrolled in the WIOA Youth Program on December 28, 2018. He expressed regrets about his poor grades, past choices, and lack of motivation to change, and saw the Youth Program opportunity as a chance for a fresh start. As a WIOA participant, Shane developed confidence in himself and in his abilities. He was selected for the Student Council where he helped coordinate events and other activities. While working toward his CBase diploma, he concurrently worked toward and earned a “Certificate of Professional Development for Office Administration and Technology” at Leeward Community College. Shane participated in the Farrington graduation ceremony where he received his CBase diploma.

At the next phase in the Youth Program, Shane enrolled and completed Pre-Apprenticeship Certificate Training with Building Industries Associate (BIA). During his training, he managed to work two jobs, a part-time job at Farm to Fork Catering and another job at Self-Help Housing in Waianae to fulfill the Work Experience (WEX) requirement. After he completed WEX on November 24, 2019, Shane devoted the rest of his time toward his job at Farm to Fork Catering. He would serve as lead chef on occasion and would also be permitted to coordinate crew schedules.

Shortly after a few months of working full time at Farm to Fork Catering, Shane would lose his job due to the COVID-19 pandemic. But because of his certifications that he earned in the Youth Program, he was able to secure new employment at Color Dynamics Inc. Shane is grateful about the opportunities that he was given and recognizes that his future is bright. He is excited and motivated to move forward on his path.

### **Elijah S. – Youth Program**

Elijah S. was born with health issues and has dealt with the loss of his mother at a young age and the loss of a sister. Despite the challenges and setbacks, Elijah maintained the will to make something out of his life. He successfully went through the Special Education program at Waipahu High School, achieving a Certificate of Completion. An AJC staff member connected with Elijah in his last year of high school and enrolled him in the WEX program, a part of the WIOA Youth Program. The staff member worked with the high school to find an opportunity for Elijah. It was Hawaiian Building Maintenance (HBM) at Pearl City Highlands Shopping Center that opened the door to the world of work for Elijah. Given this opportunity, Elijah was determined to demonstrate his work ethic and his motivation to learn and grow.

The staff member followed up with Elijah’s supervisor. And the supervisor had nothing but positive things to say, noting that Elijah was a hard worker with a positive attitude. In fact, HBM liked him so much that once the WEX program had ended, the company hired Elijah on a full-time basis with benefits.

Elijah appreciated the opportunity that was presented to him and expressed that he never thought about what he would do after high school. He remains thankful for the Youth Program for seeing the potential in him. In January 2020, Elijah shared his educational background and WIOA experience as a guest speaker at the HACTE conference. That was a moment where he believed it was his turn to give back to the community. Today, Elijah is in the one-year follow-up phase of the Youth Program. He continues to work at HBM.

### **Any challenges the state workforce system faces, which may include policy, implementation, or other relevant challenge.**

Lack of qualified services providers for youth programs. On August 27, 2020, WDC submitted a request for technical assistance specific to WIOA training for new providers. The request is pending a response from the USDOL.



Hawaii's September unemployment rate jumped to 15.1% after years of being among the lowest in the country at 2.7%. With current unemployment levels, Hawaii and other states would benefit from a recalculation of formula for WIOA funding.

Perhaps USDOL would consider waiver of program and fiscal requirements or at least an extension of deadlines. Program spending dropped off dramatically due COVID-related restrictions. It would be helpful to extend another year (4<sup>th</sup> year) to allow time to expend Title I program year allotments.

**Any strategies/policies relating to Pay-for-Performance contracting, which may include examples from local areas.**

Hawaii does not have pay-for-performance contracts.