

MAUI COUNTY WORKFORCE DEVELOPMENT BOARD UPDATE REPORT
(November 2020 – February 2021)
TO THE WORKFORCE DEVELOPMENT COUNCIL MEETINGS
February 5, 2021 and February 11, 2021

Please explain how the American Job Center is operating and assisting job seekers and employers under challenges presented by the COVID-19 pandemic from 2020 to present.

- a) The Maui County American Job Center (MCAJC) and the American Job Center Annex (MCAJC-A) are open to the public. While appointments with Providers are highly encouraged to keep the in-person traffic within social distancing guidelines, Maui County residents may use the equipment. The in-person limit at the MCAJC is six but we can also accommodate six-seven additional clients (or a small class) at the MCAJC-A.
- b) Due to the problems with Unemployment Insurance access and clarity, our staff continues to answer many calls, emails directed at the Mayor's Office, and emails to our staff. We have a good working relationship with the UI Branch Manager and relay messages to her by email and she responds to us in a timely and effective manner. In December we had suicide threats and we worked with the Suicide Prevention Hotline to develop a policy on how to handle the calls and intend to train MCAJC Partners at the February 4, 2021 monthly meeting on the sensitive nature of answering these calls as our staff are not mental health professionals.
- c) Our pivot to virtual platforms for assistance has been highly successful, (mauicountyvirtualjobfair.com and mauiamericanjobcenter.com), and residents are actively receiving information on options for Unemployment Insurance and HireNet registrations, training, job search, resumes, career ladders, work experience, covid-19 relief funding, food distribution sites, homeless services, TANF, SNAP, Medicaid, EIC, and free tax preparation for low income residents. These virtual platforms are set-up for computer or cell phone use.
- d) At the MCAJC-A, our pilot project of co-locating the Maui United Way 211 Operator is now two months strong. The ability to share resources and information is not only effective, but it makes responses to problems more timely. As a team, we have secured the resources for this project to continue into 2022 and we are planning to add a back-up position that serves as an Operator and homeless outreach resource.
- e) At the MCAJC-A, our Rapid Response Program Coordinator in coordination with our Dislocated Worker Provider, Goodwill, work together to offer services after receipt of WARN letters, continue to create a data base of Employers on the mauicountyvirtualjobfair.com (98 strong), have virtual and physical assistance packets ready for residents and employers in need with information on available services, and a direct line to posting on the websites any and all new information for job seekers and employers. As part of the team, the RRPC, also attends the state-wide Rapid Response Meetings with the WDC Team.
- f) Our staffing remains small, (MCWDB ED & Fiscal Specialist, Rapid Response Coordinator, MCAJC Manager & Receptionist), but recently, the Mayor of the County of Maui provided us with a full-time position to assist with the MCAJC, MCAJC-A, and with MCWDB Administration.

Please share new ideas, programs, procedures you have implemented that is working well (best practices) at the American Job Center and at the WDB.

- a) The Maui 211 Operator is developing into an effective and needed collaboration. It is such a natural partnership connecting the nonprofits, government resources, and the University of Hawaii with real-time team work.
- b) Planning is underway with the Maui Visitor's Bureau, the ILWU Local 142, the Department of Health, the University of Hawaii-Maui Campus, and the Maui County Workforce Board and WIOA Providers to train a Health & Safety Site Officer in each hotel/condo on Maui. With future planning for restaurants, retail, and businesses, the anticipated date of implementation is now March of 2021. This training is long-term and will encompass biohazard procedures, emergency response, de-escalation of difficult visitors (and residents sometimes), and compliance issues at the facilities.
- c) Regular Sector Strategies Sub-Committee Meetings and Business Engagement Team Meetings will resume in March of 2021 to continue in the assistance of long-term workforce planning and exploration of additional grant funding.
- d) Integrated Resource Team Meetings (IRT) will continue every other Friday to give core MCAJC Partners (WIOA, Wagner-Peyser, DVR, McKinley Community School for Adults, Job Corps, Rapid Response, MCAJC Manager, RRP Coordinator, and the MCWDB Executive Director) planning, solving issues, and training time.
- e) Monthly MCAJC Partner Meetings will continue on the first Thursday of every month to provide training, solve issues, and sharing of resources and information.
- f) Since Agriculture is the highest priority for community support, continued meetings on the pilot project of creating a food-hub that can be duplicated throughout Maui County would provide training and internships to farmers, assist them in applying for USDA Programs, assist them in setting up online presence and shared distribution as well as better fiscal management.
- g) Working project with Ka'ala Souza, (WDC) and Moloka'i High School Principal, Katina Soares, on the DBEDT flexjobs.com and other pilot project to promote IT jobs in Maui County's remote communities.

What are the plans and timetable for the American Job Center's move to another location?

- a) The move to the new County Service Center has been postponed to June of 2021.
- b) Leases have been extended to June 30.2021 at the Maui Mall location.

What is the plan of action to improve the coordination and delivery of rapid response services and business outreach under WIOA?

From the Rapid Response Coordinator, Maureen Harvey

- **WARN LETTER RESPONSE**

Upon receipt of WARN letters from business we make contact through telephone and email to offer assistance, based on their current situation. I explain available services and support and offer to send information to be shared with their furloughed and laid off employees.

- **PROVIDE SERVICE AND REFERRAL FOR DISLOCATED WORKERS**

We provide direct services as well as referral to the Maui American Job Center website, and also the Maui County Virtual Job Fair. Through these sites, participants are able to file initial Unemployment claims, register for HireNet to create a resume, search for jobs, and provide information for opportunities to further education and training. We also provide information on available support to address needs in the community including relief funding, services for TANF, SNAP, Medicaid, and free tax preparation.

- **DEVELOPED MAUI COUNTY VIRTUAL JOB FAIR AS A COLLABORATION OF SERVICES WITH UNIVERSITY OF HAWAII, MAUI COLLEGE.**

We have created this “no fee” site as a service to address the needs of employers and job seekers in a job fair format. Employers can list available positions and look for qualified candidates for their needs. Job seekers can find current employment opportunities which match their skill set and provide information on career ladders. They can also pursue training which may help them reach their employment goals.

- **BUSINESS SUPPORT**

As we move forward, the needs of businesses are constantly changing and we continue to assess how best to support their current situation. We are contacting Maui County businesses to offer available assistance in helping them meet their employment needs such as information about relief funding and PPP loans. I am also providing information and introductions to our Adult and Dislocated Worker team to try to match the needs of the employer with current job seekers. We share information on how to best use our resources to bring qualified applicants to their team. We have been able to quickly place stressed residents in security jobs because of our relationships created in our Security/Public Safety Sector Strategy Sub-Committee. The other Sector Strategy Sub-Committee Participants not only provide mana’o for new job creation but regularly refer individuals to the MCAJC.

- **COMMUNITY OUTREACH**

It is very important to reach out to our Maui County residents and address their needs. We have distributed flyers and brochures for the Maui American Job Center and the Maui County Virtual Job Fair. We have distributed materials through community events and food drives.
(over 12,000 distributed)

- **GOING FORWARD**

We must continue to find ways to meet the needs of our community. I am currently establishing contacts with our non-profit and community support organizations. We need to offer our support in their efforts to reach and address our residents in need. We are continuing to distribute brochures, flyers and informational materials to bring awareness of available services through the Maui American Job Center and our Rapid Response efforts.

What is the process for ensuring that program funds are not returned to WDC at the end of the 2-year performance period?

The following processes are now in place to ensure funds will not be returned for PY19 and subsequent contracts:

- a) Implemented Qbooks software for financial tracking of all WIOA Programs that has real-time accounting and reporting including Budget vs. Actual Reports.

- b) Fiscal Specialist has been instructed to true-up WDC Reporting to County of Maui IFAS Reporting monthly.
- c) Fiscal Specialist is posting from source documents in real-time.
- d) The new Finance Committee includes CPAs and Business Administrators and will meet before the MCWCB Meetings quarterly.
- e) Contracts are already in place for PY20 except for the Rapid Response Program which is now at Maui County Corporation Counsel for approval.
- f) Mid-year tracking for July 1 – December 30, 2020 revealed a slight sluggishness of sub-recipients to expend funds. Meetings have already occurred to provide course corrections strategies.

What are the top 3-5 areas of focus and projects that the board has prioritized for 2021? Please include timelines and how the projects will be funded.

- a) WIOA Program file structure and HireNet alignment
 - a. Increased monitoring for the Ku'ina Youth Program
 - i. Monthly monitoring of five files with report responses due within 2 weeks
 - ii. Reimbursement of disallowed costs from errors in 2018
 - b. Policy and Local Plan trainings every other Friday at the IRT Meetings with continuing professional development
 - c. Policy trainings and Local Plan discussions ongoing at the MCAJC Partner Meetings
 - d. Increased emphasis on services to Employers through the Rapid Response and Dislocated Worker Program Coordination
 - i. Participation in state-wide Rapid Response Meetings
 - ii. 5-point outreach plan for Rapid Response Program
 - iii. Drip Marketing Campaign for the mauicountyvirtualjobfair.com website services.
 - e. Additional Grant Funding opportunities
 - i. EDA Grant submittal in March of 2020
 - ii. Collaborative Grant proposals with the following businesses/organizations:
 - 1. Hawaii Taro Farm, LLC
 - 2. CIWRX Software Developer
 - 3. Maui United Way
 - 4. Maui Visitors Bureau
 - 5. County of Maui Department of Transportation
 - 6. Maui Health System
 - 7. Hana Business Council
 - 8. ILWU Local 142

Please provide a brief overview of the board's committees and activities undertaken in 2020 to present.

The following is an overview of MCWDB and Committees in 2020 to present:

- a) In February of 2020, the MCWDB proposed a change in the by-laws to change the Committee structure to combine the Program Monitoring and Youth Committees and add a Finance Committee to the by-laws. Final approval was on May 27, 2020.
- b) In February of 2020, the MCWDB approved the Budget and Program Plan for the PY18 Rapid Response Program and approved the in-house hiring of a Rapid Response Coordinator.

- c) The MCWDB approved the extension of the WIOA Ku'ina Youth Program contact to June 30, 2020. And the contract for the WIOA Adult/Dislocated Worker was signed with the new Provider, Goodwill Industries.
- d) In February, the MCWDB approved three outside contracts for revisions to the Local Plan, Independent Monitoring of the WIOA Programs, and the EMSI Software purchase.
- e) In March, the Sector Strategies and Employer Engagement Committee approved the creation of the Business Engagement Team Sub-Committee with the intent to provide assistance to MCAJC to complete the AJC Certification Process.
- f) In May of 2020, the MCWDB approved the revised Local Plan for 2016-2020, the change in by-laws as in reference to committee structure, the MCWDB Policies and Procedures Manual, the MCAJC Certification Tool and Plan, deferred the Maui County Corporation Counsel Proposed Board Designation Ordinance, approved the MCAJC re-opening plan, the final remedies for the 2019 WDC Monitoring Report, and approved the extension of the MOU/IFA.
- g) On September 18, 2020, the Finance Committee held its first meeting reviewing the following:
 - a. Review of Fiscal Policies submitted to Federal Monitors
 - b. Review of PY18 Closeout Documents submitted to Federal Monitors
 - c. Review of Final Reports for PY18 WIOA Programs
 - i. Adult Program
 - ii. Dislocated Worker Program
 - iii. Youth Program
 - iv. Local Administration
 - v. Rapid Response Program
 - d. Review of PY19 Local Administration to June 30, 2020
 - e. Review of July 2020 PY19 for all WIOA & Rapid Response
 - f. Review of the PY20 Annual Plan
 - g. Review of revisions to the PY19 Budgets
- h) On October 13, 2020, the Sector Strategies & Employer Engagement Committee met to discuss pivoting workforce jobs, ETP & Career Readiness Lists, Apprenticeship Programs, and approval of Sector Strategy Sub-Committees for input into the pivot of the workforce and planning for grant applications for additional funding.
- i) On November 10, 2020, the Program/Youth Monitoring Committee reviewed the final 2019 WDC Monitoring, reviewed 1st Qtr Monitoring of the WIOA Programs, reviewed the ETP and Career Readiness lists, and received updates on file structure progress of the Providers.
- j) On November 24th, 2020, the Executive Committee of the MCWDB met to review and gave preliminary approval to the Maui County Local Plan (2020-2024) and to approve several new policies needed for the MCWDB Policies and Procedures Manual.
- k) On January 11, 2021, the Finance Committee met to review WIOA Program and sub-recipient financials from July 1 – December 31st, 2020 and the Executive Director reviewed the plan to keep sub-recipients on course so that funding would not be returned in June for PY19 funding.
- l) On January 11, 2021, the Sector Strategies and Employer Engagement Committee met and approved the grant planning strategies and the Business Service Framework Plan.
- m) On January 13, 2021, the MCWDB met to approve the review of the PY19 LAC resolution to the overage due to the unexpected increase in salaries for staff, the review and planning for the financials for WIOA Programs and Sub-Recipients, 1st Qtr Monitoring Progress, 2020 WDC Monitoring remedy planning, deferred final approval of the new policies to approval by the Governance Committee, and the 2nd extension of the MOU/IFA to June 30, 2021.

- n) On January 27, 2021, the Governance Committee met to approve the following policies as per the suggestions for WDC Liaisons and from findings in the 2020 WDC Monitoring Report.
 - a. Assistive Technology
 - b. Data Participation Policy
 - c. Follow-Up Policy for the WIOA Adult/DWP
 - d. Guidance on how to file an Incident Report Policy.
 - e. Suicide Prevention Policy
 - f. Priority of Services for Veterans and Eligible Spouses
 - g. Participant Incentives Policy
 - h. Maui County Business Services Framework Plan
- o) On January 28, 2021, the MCWDB Executive Committee and Program/Youth Committee held a joint meeting to discuss the final responses to the 2020 WDC Monitoring Report.

Please share accomplishments and success stories of the WDB and American Job Center.

- a) In November of 2020, the WDC initiated a film crew contracted to create a visual presentation on the activities of the MCAJC and highlighted the graduation of once Hawaii Commercial and Sugarcane Mechanic turned Bachelor of Business Administration awardee, Kelly Ruidas.
- b) In November of 2020, Analis Nitta, a student in the WIOA Ku'ina Youth Program, successfully participated in the USDO Youth Listening Project.
- c) In December of 2020 and after several interviews, WIOA Dislocated Worker Program Participant, Tatiana Medeiros, was chosen as the new 211 Operator co-located at the MCAJC-A.
- d) A student referred by McKinley Community School for Adults regularly utilizes our computer lab at the MCAJC-A for independent studies while working on her GED. This participant grew up in an Amish family that only allowed her a sixth grade education and now she is successfully working toward a GED and MCAJC-A provides her with an access to a computer and printer that had been an obstacle in her educational journey.
- e) The ILWU Local 142 has been a successful partner as the MCAJC-A not only provides computer access, information about Unemployment Insurance, and other relief funding services to their union members. Over one hundred and twenty union members have received direct services from our Rapid Response and Dislocated Worker team.